Description / Programming & Operations Guide

Release 1.0

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This feature is not available at this time.

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Chapter 1

Introduction

This chapter provides a table that shows the system capacities available in the MBX IP System Software.

Manual Application

Organization

Features are arranged alphabetically in seven different major groupings that follow two basic chapters (1 - Introduction) and (2 - Directory Number):

3) System features
4) Intercom features
5) CO/IP features
6) Digital Phone features
7) Attendant features
8) Single Line Telephone features
9) SIP features

This book also includes two appendices, one with System Programming tables (Appendix A) and the other with Quick Reference tables (Appendix B).

Feature Information

Each section is an alphabetical listing of features with the description and operation of each. The structure is divided into 6 parts when they apply:

- The description below the chapter title explains the nature of those features.
- CONDITIONS: explains known interactions and constraints related to the feature.
- OPERATIONS: gives detailed step-by-step operation of the feature for Digital Phones and SLTs.
- PROGRAMMING: lists database entries that may be required for proper feature operation.
- RELATED FEATURES: lists related information to aid in understanding the feature.
- HARDWARE: lists hardware required for proper feature operation.

System Capacities

The MBX IP Series is available in the configurations shown in the table below. Total port capacities range from the 50 channel at MBX IP-100 to 400 channel at MBX IP-300.

SYSTEM CAPACITY CHART

Items	MBX IP-100	MBX IP-300
Rack No.	2	3
Slot No. per Rack	6	6
Total Port (Extension + CO line)	168	414 (if IP Phone/DECT not included)
		564 (if IP Phone/DECT included)
Number of extension Port	120	324
Number of extension	180 (Ext 120 + DN 60)	648 (324 x 2)
Number of CO Line	60	240
Number of Tenant Group	5	9
Numbering Plan	Extension: 8 Digits	Extension: 8 Digits
	Feature: 8 Digits	Feature: 8 Digits
	Trunk: 8 Digits	Trunk: 8 Digits
Attendant	5/Tenant	5/Tenant
DSS/BLF Console	5	5
Conference Members	3 Groups/13 Members	3 Groups/13 Members
Internal Page Zone	15	30
System Speed Dial	1000	2000
	(32 digits)	(32 digits)
Station Speed Dial	50 (32 digits)	50 (32 digits)
Call Log (Outgoing/Incoming/Missed Call)	100 (32 digits) (Not protected)	100 (32 digits) (Not protected)

SYSTEM CAPACITY CHART

Items	MBX IP-100	MBX IP-300
Save Number Redial(SNR)	1 (32 digits)	1 (32 digits)
Number of SMDR Records	5000	5000
Authorization Code	Max. 12 Digits 180: Extension 400: System	Max. 12 Digits 648: Extension 800: System
CO Group No	24	72
Station Group	50 member/Group)	50 member/Group
Pickup Group	20 (100 member/Group)	50 (100 member/Group)
Command Call Group	10 (12 member + 1 initiator/Group)	10 (12 member + 1 initiator /Group)
Interphone Group	10 (10 member/Group)	10 (10 member/Group)
Page Group	15 (50 member/Group)	30 (50 member/Group)
PTT Group	10 (50 member/Group)	10 (50 member/Group)
Conference Room	9	9
Number of Hot Desk Agent	60	324
Station Name Information	16 Characters	16 Characters
Digit Restriction	COS: 16	COS: 16
	Allow/Deny Entry per COS: 100	Allow/Deny Entry per COS: 100
	Max. Digit: 16	Max. Digit: 16
Digit Translation	Table No: 5	Table No: 5
	Number of Digit: 16	Number of Digit: 16
	300 per 1 table	300 per 1 table

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Chapter 2

Directory Number (DN)

Directory Number (DN) is the telephone number for internal users, which can be used exclusively by only one station or can be shared by multiple stations.

The basic idea of providing the DN feature is not only to assign one telephone number to one physical telephone, but also to allow one telephone number to be shared and used by multiple physical stations.

So, if one DN is contained by a variety of multi-functional terminals or analog telephones, all those physical stations can be assumed as one logical station as if several analog telephone sets can be connected to one physical line.

In another way, one physical telephone can have multiple DNs allowing for additional outgoing and incoming calls.

Terms

TYPES OF DN

- SADN-NORMAL : Single-Assign Directory Number (SADN) that can be used by only one station.
- SADN-HOTDESK : Single-Assign Directory Number (SADN) for Hot Desk Usage.
- MADN: Multi-Assign Directory Number (MADN) that can be used by one or multiple stations.

CATEGORY OF DN

- My-DN (M-DN): each station must have at least one unique number that cannot be used by another station (minimum requirement, automatically assigned by board configuration). Otherwise, it is not possible to make outgoing calls or receive incoming calls.
- Sub-DN (S-DN): station can have more numbers but M-DN. All numbers except M-DN are called S-DN.

  NOTE: S-DN can be shared by other stations if it is MADN type.

PRIME DN

- If multiple numbers are used by a station, one DN can be selected to have higher priority over others. When only one number exists, it becomes P-DN, which will be seized first for outgoing calls, answered first if there's are multiple incoming calls, and used for idle status display for DND, Forward, Absent Message and so on that can be set independently for each DN.

RELATED PROGRAMMING

System Data

Numbering Plan, Station Number (PGM 112) … see details on page A-17

Station Data

Station Number Type (PGM 130 - Flex 1) … see details on page A-32
MADN Member (PGM 130 - Flex 2) … see details on page A-32
Prime Number Button (PGM123 - Flex 1) … see details on page A-27

PGM 123	BTN	RANGE	DEFAULT
PRIME NUMBER BTN -- among My-DN and several Sub-DNs which are assigned to station flex buttons, determines the first-seized DN when the user initiates a call. If prime button is not set of invalid, the system scans sequentially from flexible button 1 to flexible Button 48 and take the unused and valid flexible button as prime button NOTE: DN buttons of associated DSS box cannot be a prime number button.	1	01-48	01

Basic Features

To use DN features, or to receive incoming calls or make outgoing calls, DN must be programmed on a Flex button, except in the case of an analog phone (does not have flex buttons). One DN is stored in each station by default, which is M-DN. If there is no DN button at all, it is not possible to call a number or get a call from others.

Making Calls

When making outgoing calls, a Station User can select a DN number either by pressing the appropriate DN flex button, by going off-hook using the handset, or by dialing while the phone is on-hook.

P-DN is seized automatically if the DN button is not explicitly pressed as in the case of going off-hook or on-hook dialing. However, if the P-DN is busy at that time (P-DN can be shared by other stations), the first idle DN button is selected in the order of button number (button 1 first, button 2 second, etc.).

Once a DN is selected for an outgoing call, the tenant group number, calling station number, CLI, COS and other DN-related information are applied for the duration of the call. For example, if a different DN is selected for two outgoing calls, it is possible to have different tenant groups or COS for each call.

Receiving Calls

A physical station can receive additional calls showing on DN buttons, or through other available DN numbers that are stored in that station, even while on a call. However, if the DN is in use, it is not possible to receive a call through that DN number.

NOTE: the status of a physical station and each DN is maintained independantly.

If the Station is idle, the normal ring will be provided. Otherwise, off-hook signaling is activated. The Station User can answer an incoming call by pressing the flashing DN flex button, or by going off-hook without selecting a DN flex button. If there are multiple incoming calls at the same time, going off-hook allows the user to seize P-DN if it is ringing, or to seize first ringing DN in the order of button number (btn 1 first, btn 2 second).

Even when there are incoming calls at a station, the User can make an outgoing call by pressing an idle DN button and dialing the called party number.

P-DN Feature

P-DN is automatically seized first when a station user goes off-hook or dials while on-hook when receiving or making calls. P-DN can be either M-DN or S-DN. If P-DN is not assigned explicitly, the first DN button becomes P-DN in the order of button number.

The same DN can be used as P-DN for multiple stations. If the state of shared P-DN is changed in this case, the status of P-DN will be updated to all the stations that have the shared P-DN. For example, DND, call forward, and other DN-based status notifications will be displayed at all same DN-programmed stations.

LED of DN Button

LED states of DN buttons are as follows:

- Green ON: DN being used by my station
- Red ON: DN being used by another station
- Amber flash: Held DN
- Green Flash: Ringing DN
- Red Flash: DN in DND status or DN in Call Forward

DN Tenant Group/COS

Each DN can be programmed with its own Tenant group or COS information. So, Tenant group and COS can be different for each call depending on the DN used for the calls.

If a station has DN buttons with different tenant groups, the station can make and receive calls using the different tenant groups.

Additionally, if the DN buttons have different COS, a station can have different COS according to the DN button selected.

Branch Line

When a station is using a MADN-type DN, other stations cannot access the same DN. However, if a branch line option is set to the DN, another Station can access the busy DN interrupting its call and establishing a conference call for all users.

Incoming Ring Option

When multiple stations have the same DN button, each station can have a different ring delay option.

- Immediate Ring: Ring signal is sent to station with no delay.
- Delayed Ring: Ring signal is sent to station after the programmed delay.
- No ring: Ring signal is not sent to station, but only LED flashes.

When the DN receives an incoming call, the DN button LED will flash Red regardless of the ring delay option. However, the LCD of a station modified to display the incoming call after it receives a ring signal can be automatically answered just by going off-hook. However, before the station receives a ring signal, the incoming DN call cannot be answered automatically by going off-hook, but the station user should press the flashing DN button manually.

Access Option

When a station has multiple DN buttons, each DN button can have a different access option.

- All Call: No restriction.
- Dial After Seizure: No restriction about incoming ringing, but when making outgoing calls with this button, user should seize the DN by pressing this button even if this button is assigned to prime number button.
- Incoming Only: Outgoing call is not possible with this button.

When there is incoming call to a DN, the DN button LED will flash in red color regardless of the ring delay option. However, the LCD of station is changed to display the incoming call after it receives ring signal and the call can be answered automatically just by going off-hook. However, before the station receives ring signal, the incoming DN call cannot be answered automatically by going off-hook, but the station user should press the flashing DN button manually.

Chapter 3

System Features

This chapter provides detailed information covering description and operation of the numerous features available in the MBX IP System Software.

Account Code

Station users may enter a non-verified variable length (up to 12 digits) identifier for tracking specific calls. The identifier or “Account Code” is output as part of the Station Message Detail Record (SMDR) for the call.

CONDITIONS

- If an Authorization Code is entered as the Account Code, the SMDR record will show the station number or the bin number for a System Authorization Code rather than the user entered Authorization Code.

OPERATION

Digital Phone

To assign a Flex button for {ACCOUNT CODE} operation:

Press [PGM] + {FLEX} + Button Feature Type (1) + {Account Code Feature Code} + {Account Code} + * + [SAVE]

To enter an Account Code using an {ACCOUNT CODE} button prior to placing a call when account code is not entered in the button:

1. Lift the handset
2. Press the {account code} button.
3. Dial the Account Code (1 to 12 digits).
4. Press *; Intercom dial tone is heard.
5. Place the CO/IP call as normal.

Using the programmed {ACCOUNT CODE} button prior to making a call:

1. Lift the handset.
2. Press the {account code} button; Intercom dial tone is heard.
3. Place the CO/IP call as normal.

Using an {ACCOUNT CODE} button during a call:

1. Press the {account code} button; CO line is held and the station hears dial tone.
2. Dial the Account Code (1 to 12 digits).
3. Press *; Station is re-connected with CO line.

Single Line Phone

To enter an Account Code prior to placing a call:

1. Lift the handset.
2. Dial the {Account Code Feature Code}.
3. Dial the Account Code (1 to 12 digits).
4. Press *.
5. Place the CO/IP call as normal.

To enter an Account Code during a call:

1. Press for Hook-switch.
2. Dial {Account Code Feature Code}
3. Dial the Account Code (1 to 12 digits).
4. Press *.

ADMIN PROGRAMMING

Numbering

Feature Numbering Plan (PGM 113) … page A-18

RELATED FEATURES

Authorization Codes (Password) … see page 3-5
Station Message Detail Recording (SMDR) … see page 3-183
Station Flexible Buttons … see page 6-21

Alarm Signal / Door Bell

The system can be configured to recognize the status of an external contact (normally open or closed). The system will signal the assigned station when the contact activates. This capability is commonly employed to provide remote Alarm or Door Bell signals to the user.

A station receives the Alarm Signal, either as a single tone burst repeated at 1-minute intervals or a continuous tone. The Alarm Signal may be terminated at the User's phone by dialing the Alarm Stop code, or pressing the {ALARM STOP} button if assigned. To rearm the Alarm function, the alarm condition must be cleared and the Alarm signal terminated.

When used as a Door Bell, assigned stations receive an Alarm Signal each time the external contact is activated; reset is not required.

CONDITIONS

- The Alarm contacts must be "dry", no voltage or current source connected.
- A station with LCD assigned to receive Alarm/Door Bell signals will show "ALARM" as appropriate.
- If alarm is active during station busy, mute ring will be served to assigned station, and then after conversation, when station go to idle, the alarm signal will be sent to assigned station again.
- Assigned stations can be changed using Alarm Assign. (PGM121-Flex12)
- Only Stations assigned with Alarm ring can terminate the alarm signal.
- IP Phone and normal LKD Phone stations can be assigned as alarm stations.
- In signal mode, station will return alarm ringing again if an assigned station user does not reset the alarm signal prior to the station returning to idle.
- When the alarm is ringing, the alarm signal must be reset so phone operation will be fully functional (fixed or flex buttons do not operate and the user cannot hear the dial tone during alarm ringing).

OPERATION

System

At detection of contact operation, the Alarm/Door Bell signal is sent to assigned station.

Digital Phone

To assign a Flex button as an {ALARM STOP} button:

Press [PGM] + {FLEX} + Button Feature Type(1) + {Sys Alarm Reset Feature Code} + [SAVE]

To terminate an Alarm Signal while idle:

Dial the {Sys Alarm Reset Feature Code}; a confirmation tone is received and the Alarm Signal is terminated.

OR

Press the programmed {ALARM STOP} Flex button.

NOTE: If the alarm condition is cleared, the system will automatically rearm the alarm monitoring.

ADMIN PROGRAMMING

Station Data

Alarm (PGM 121 - FLEX12) … see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
ALARM -- enable to receive system alarm signal.	12	1-3	1

System

Alarm (PGM 121 - FLEX12) … see details on page A-90

PGM 227	BTN	RANGE	DEFAULT
ALARM ENABLE -- enables the external contact monitoring circuitry.	1	0: Off 1: On	Off
ALARM CONTACT TYPE -- establishes the contact state that will activate the Alarm, close or open.	2	0: Open 1:Close	Open
ALARM MODE -- the contact can be designated to function as a doorbell instead of an alarm.	3	0: Bell 1: Alarm	Alarm
ALARM SIGNAL MODE -- the assigned stations will receive a Repeating signal or single burst (ONCE) of the alarm tone.	4	0: Once 1: Repeat	Repeat

RELATED FEATURES

Door Open … see page 3-78

HARDWARE

Digital Phone

External contact connected to Alarm input of MPB, refer to *MBX IP Hardware & Installation Manual*.

Authorization Codes (Password)

An Authorization Code is tied to a DN, and provides a means to control access to Walking COS, or DISA and may be required for outgoing CO/IP Lines based on the configuration of the database. When users dial a valid Authorization Code, the system invokes the Station COS.

The Station Authorization Code includes the associated station number and the assigned code. A Station Authorization Code is specifically related to a given station and intended for a single user.

The Administrator and Attendants are permitted to assign any Authorization code including codes for another station. Normal users may only assign the Station Authorization code for the specific station.

CONDITIONS

- A user may enter an Authorization Code from any station to place a CO/IP call using Walking COS.
- An Authorization code may include any dial pad digit except * and #.

OPERATION

Digital Phone

To assign a Station Authorization Code:

1. Press the [PGM] button.
2. Dial 34 {Authorization Code Program}.
3. Dial the Authorization Code (1-12 digits).
4. Dial * or press the [SAVE] button to save.

Single Line Phone

To assign a Station Authorization code:

1. Lift the handset.
2. Dial [SLT Program Mode Entry code}.
3. Dial Station User Program code 34.
4. Dial Authorization Code (1-12 digits).
5. Dial *.

System Attendant

To assign an Authorization Code:

1. Press the [PGM] button.
2. Dial Attendant Station Program Code 033.
3. Dial Station number for a Station code.
4. Dial the Authorization Code.
5. Press the [SAVE] button.

ADMIN PROGRAMMING

Station Data

Password (PGM 131 - FLEX 4) … see details on page A-33

PGM 131	BTN	RANGE	DEFAULT
PASSWORD -- Password is employed to control access to the system resources and facilities. Walking COS, CO/IP Group access DISA callers and certain Call Forward types may require the input of a valid password.	4	0: Disable 1: Enable	Disable

Auto Call Release

Intercom calls (except Hands-free Ring Back) will be released automatically if the called party does not answer during the pre-set time.

CONDITIONS

- When the handset is used to place a call, the user will receive an error tone for 30 seconds followed by 30 seconds of Howler tone and the station is placed in a fault mode. If on-hook dialing is used, the station will receive an error tone for one (1) second and the phone will return to idle automatically.

OPERATION

System

Auto Call Release of Intercom calls: If a station places an intercom call and the called station does not answer in the Intercom Call Release Time, the call is terminated and the calling user receives an error tone.

ADMIN PROGRAMMING

Table Data

System Ring Table: Normal Call Ring … use Web Admin (PGM 265) see details on page A-118

Howler Tone (PGM 121 - FLEX 7)… see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
HOWLING TONE -- sets Anonymous Call Restrict service.	7	0: Off 1: On	On

Automatic Pause Insertion

In addition to a manually entered Pause, the system will automatically pause dialing to allow for potential connection delays. The pause will be inserted when any of the following occur:

- Flash is encountered in a Speed Dial number.
- Pulse to Tone Switchover is encountered in a Speed Dial or Redial number.
- Connect message is received on an ISDN Line.

CONDITIONS

- An automatically inserted pause is not counted as a digit in a Speed Dial number.
- The LCD of the Digital Phone will show a "P" when a pause is encountered.
- When the System inserts a Pause, “P” indication is not shown.

OPERATION

System

The system automatically pauses dialing after an appropriate event (as listed above).

RELATED FEATURES

Auto Called Number Redial (ACNR) … see page 6-2

Last Number Redial (LNR) … see page 3-109

Dial Pulse to Tone Switchover … see page 3-62

Automatic Privacy / Branch Line

Privacy is insured in all communications on the system. If desired, the customer may elect to disable the Automatic Privacy feature, allowing an uninvited station to join in an existing external conversation. In such a case, a conference is established. The Privacy feature restricts the intrusion/call-wait/camp-on/OHVA at a busy station, while the Branch Line can restrict a conference call by pressing {DN} button in use.

CONDITIONS

- With Automatic Privacy disabled, privacy is still assured on all intercom and conference calls.
- Only one station can intrude on an active call.
- An intrusion tone can be provided to the call indicating another station has accessed the line.

OPERATION

Digital Phone

To intrude into a call when Privacy is disabled:

Make a call to busy station and then press the appropriate code for intrusion/call-wait/camp-on/OHVA when receiving busy tone.

To change privacy mode in conversation:

Press the {DND} button during a conversation.

To intrude in a call when Branch Line is enabled:

Press a busy (lit steady) {DN} button, the user is connected to the call with the existing internal station user.

ADMIN PROGRAMMING

Station Data

Branch Line (PGM 134 - FLEX 10) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
BRANCH/BRIDGE LINE -- Set branch/bridge line feature. Branch: Conference call by pressing {DN} button in use. Bridge: Bridge call by pressing {DN} button in use. Bridge (Softphone): Auto bridge if Phontage/UC Client's IP bridge is enabled.	10	0: Off 1: On	Off

Auto Privacy (PGM 134 - FLEX 11) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
AUTO PRIVACY -- Enables auto privacy feature (to restrict the intrusion/call-wait/camp-on/OHVA in busy station)	11	0: Off 1: On	Off

System Data

Intercom Busy One-Digit Service (PGM 237) … see details on page A-103

PGM 237	BTN	RANGE	DEFAULT
STEP CALL -- determines if Step Call is enabled or disabled.	1	0:Disable 1:Enable	Disable
DIGIT 1 -- when accessing a busy tone, user may dial for one of the one-touch services.	2	0: N/A 1: Call-Back 2: Camp On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	0: N/A
DIGIT 2 --	3		
DIGIT 3 --	4		
DIGIT 4 --	5		
DIGIT 5 --	6		
DIGIT 6 --	7		
DIGIT 7 --	8		
DIGIT 8 --	9		
DIGIT 9 --	10		
DIGIT 0 --	11		
DIGIT * --	12		Call Wait
DIGIT # --	13		Voice-Over

RELATED FEATURES

Multi-Party Voice Conference … see page 3-50

Station Flexible Buttons … see page 6-21

Auto Service Mode Control

The service mode defines different ring assignments, COS and answering privileges for the system. The service mode can be controlled automatically through definitions in the Auto Ring Mode Selection Table, which defines the time of day for Day, Night and Timed shift modes. The Attendant may change the system mode selection from automatic to manual.

CONDITIONS

- If the system has Holiday information and current mode is Holiday, service mode is operated as Night mode

OPERATION

System

Operation of this feature is automatic.

ADMIN PROGRAMMING

Table Data

System Time Table (PGM 253) … see details on page A-110

PGM 253	BTN	RANGE	DEFAULT
TIME ZONE COMMENT-- defines the comment of the Time Table.	1	32 characters	none
SYSTEM TIME ZONE -- defines the Time Zone of the Time Table	2	0-73	0: Sys Time
DAYLIGHT SAVINGS -- defines Daylight Saving Time of Time Table.	3	On/Off	Off
RING MODE -- defines the ring mode of Time Table.	4	0: Day 1: Night 2: Timed	0: Day
AUTO RING MODE -- defines the Auto Ring mode of the Time Table.	5	On/Off	Off

Weekly Time Table (PGM 254) … see details on page A-111

PGM 254	BTN	RANGE	DEFAULT
Monday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	1	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Tuesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	2	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Wednesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	3	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Thursday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	4	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Friday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	5	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Saturday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	6	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Sunday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	7	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

Holiday Time Table (PGM 256) … see details on page A-113

PGM 256	BTN	RANGE	DEFAULT
CALENDAR TYPE -- Defines Calendar Type for Holiday Table.	1	Lunar/Gregorian	Gregorian
HOLIDAY DATE -- Defines Holiday Date for Holiday Table.	2	MM/DD	None

RELATED FEATURES

Direct Inward System Access (DISA) … see page 5-51
Day/Night/Timed Ring Mode … see page 7-37
CO Ring Assignment … see page 5-38
LBC (Loud Bell Control) … see page 3-115
Dialing Restrictions … see page 3-63

Automatic System Daylight Savings Time

The system can automatically adjust for Daylight Saving Time (DST). When DST is enabled, the system will adjust the system time forward one hour at the DST Start time and back one hour at the DST End time. The system time is sent for display to all devices and terminals and is the basis of the various system time-based features (Wake-up Alarm, etc.).

CONDITIONS

- The DST Start and End times are set by the Web Admin interface only.
- The interval between the DST Start and End times must be at least 7 days.

OPERATION

System

Operation of this feature is automatic.

ADMIN PROGRAMMING

System

System Time (PGM 233 - FLEX 1) … see details on page A-97

PGM 233	BTN	RANGE	DEFAULT
SYSTEM TIME/DATE -- sets the system time.	1	HH:MM	-

System Date (PGM 233 - FLEX 2) … see details on page A-97

PGM 233	BTN	RANGE	DEFAULT
SYSTEM TIME/DATE -- sets the system date.	2	MMDDYY	-

DST Enable (PGM 233 - FLEX 3) … see details on page A-97

DST Start & End Time … use Web Admin (PGM 233)

PGM 233	BTN	RANGE	DEFAULT
DST START TIME -- the DST start time.	Web Only	See DST Table	2nd Sunday of March at 2:00 AM
DST END TIME -- the DST end time.	Web Only	See DST Table	1st Sunday of November at 2:00 AM

RELATED FEATURES

Auto Service Mode Control … see page 3-10

Automatic System Time Synchronization … see page 3-13

System Clock Set … see page 7-42

Automatic System Time Synchronization

When enabled, the system automatically determines and sets the time of day employing Network Time Protocol (NTP) or ISDN time messages. When using NTP, the system requests and receives GMT time at ten-minute intervals from the specified NTP time server. This feature allows the System Time to synchronize with the NTP time server automatically. If the time deviates more than two seconds, the system clock is adjusted to match the NTP server.

When using ISDN, the system receives the time of day in ISDN messages and automatically adjusts the time if the system time deviates from the ISDN time.

CONDITIONS

- NTP packets are expected over UDP port 123; verify the port is open and available.
- A secondary NTP server address can be defined should the first server not respond.
- If set, the system adjusts for the local time zone assigned in the system as the Standard System Time as well as Daylight Savings Time (DST).

OPERATION

System

Operation of this feature is automatic.

ADMIN PROGRAMMING

System

Network Time/Date (PGM 223 – FLEX 5) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
NETWORK DATE/TIME USE -- If set to ON, the System updates the Date & Time with Network Date & Time when the System Date & Time is different.	5	0: Off 1: On	0: Off

NTP Active … use *Web Admin* (PGM 233)

NTP Sever Address … use *Web Admin* (PGM 233)

Standard System Time, Local Time Zone … use *Web Admin* (PGM 233)

RELATED FEATURES

Auto Service Mode Control … see page 3-10

Automatic System Daylight Savings Time … see page 3-12

System Clock Set … see page 7-42

Battery Back-up, Memory

The system database is protected from power-loss by a long life (10-year) lithium dry cell battery. Should local power fail, the battery will maintain the system memory and proper operation of the system clock.

CONDITIONS

- The Initialization switch must be in the ON position to enable Memory Battery Back-up. Otherwise, should power fail, the system will initialize the database on power-up. Refer to the MBX IP Hardware and Installation Guide for more details.
- The Lithium battery is not field-replaceable.

OPERATION

System

When enabled, operation is automatic.

Call Forward

User may have selected incoming calls re-route to other stations (local or networked), station groups, the VMIIB, or over a system CO/IP line (Off-Net).

The user selects the type and condition under which calls will forward by entering a Call Forward code as follows:

- Code 0, Remote Call Forward – forwards all calls to the station, except recalls, activated from a remote station, Call Forward, Follow-me.
- Code 1, Unconditional – all calls to the station, except recalls, are forwarded internally or externally immediately upon receipt.
- Code 2, Busy – if the station is busy, forwards all calls, except recalls, to the selected station.
- Code 3, No Answer – forwards all calls, except recalls, to the selected station when the station does not answer within the No Answer timer.
- Code 4, Busy/No Answer – forwards calls if the selected station is busy or does not answer within the No Answer timer.

CONDITIONS

- A station receiving a forwarded call can transfer the call to the forwarding station.
- A station, denied the use of Call Forward, will receive an error tone in response to attempts to activate Call Forward.
- A forwarded intercom call will signal the receiving station in Tone Signaling mode, regardless of the Intercom Signaling Mode at the station.
- Attempting activation of Call Forward will automatically deactivate any activated Display Text Message (Active Call Back or Queue requests do not cancel).
- When Call Forward is active, a Station can make outgoing calls (internal or external).
- For CO/IP calls, when Call Forward is manually activated, it will override any Preset Call Forward assigned for the station or CO/IP line
- Call Forward status is maintained in the System's non-volatile memory for protection from power outage.
- Off-Net Call Forward of incoming CO/IP calls is essentially an automated DISA call, which will establish an Unsupervised Conference; such calls are subject to the conditions of a DISA call and Unsupervised Conference and may require entry of an Authorization Code.
- Off-Net Forward calls are not answered until the system completes dialing of the external call. The call, internal or external, is then connected to the Off-Premise call.

- An unlimited number of stations may be set-up in a Call Forward chain, forwarding calls from one station to the next. However, the Call Forward service counter is restricted by the 'Multi-Call Forward Service Count' attribute (tenant based).
- No Answer Forward employs the Station No Answer Forward Timer.
- The No Answer Call Forward Timer can be adjusted at the PGM 141, FLEX 4.
- A Station should have Off-Net Forward access privilege to assign a CO Access code and External Phone number to the forward destination.

OPERATION

Digital Phone

To activate Call Forward, Unconditional or Busy/No Answer:

1. Lift the handset or press the [SPEAKER] button to receive a dial tone.
2. Press the [FWD] button.
3. Dial 1-4 {Forward Code} as appropriate.
4. Dial the station or station group to receive calls.
   OR
5. Dial CO Group Access code and desired external phone number.
6. Press the [SAVE] button to save.
7. Replace the handset, return to idle.

To activate Call Forward, Remote (Follow-me):

1. Lift the handset or press [SPEAKER] button to receive Dial tone.
2. Press the [FWD] button.
3. Dial 0 {Call Forward code}.
4. Dial the Station's Authorization Code (Station number + password),
5. Dial 1-4 {Forward condition}.
6. Dial the destination station or station group. OR Dial CO Group Access code and desired external phone number.
7. Press [SAVE] button to save.
8. Replace the handset, return to idle.

To deactivate Call Forward:

Press flashing [FWD] button, Call Forward will deactivate; [FWD] LED button is turned OFF.

Single Line Phone

To activate Call Forward, Unconditional, Busy/No-Answer:

1. Lift the handset to receive Dial tone.
2. Dial {Call Forward feature code}
3. Dial 1-4 (Call Forward code) as desired.
4. Dial station or station group to receive calls. OR Dial the CO Group Access code and the desired external phone number.
5. Press hook-switch to save.
6. Replace the handset, return to idle.

To activate Call Forward, Remote (Follow-me):

1. Lift the handset.
2. Dial {Call Forward code}.
3. Dial 0 {Remote Forward code}.
4. Enter the Station number {Station Authorization Code} +Password.
5. Dial 0 {Remote Forward condition}.
6. Dial the destination station or station group.
   OR
   Dial CO Group Access code and desired external phone number.
7. Press hook-switch to save.
8. Replace handset return to idle.

To deactivate the Call forward

1. Lift the handset to receive a stutter Dial tone.
2. Dial {Call Forward feature code}, as desired.
3. Dial '#' to cancel Call Forward.

ADMIN PROGRAMMING

Station Data

Call Forward Access (PGM 132 FLEX 2) … see details on page A-34

PGM 132	**BTN**	RANGE	DEFAULT
CALL FORWARD ACCESS -- enables Call Forward to be activated by the station.	2	0: Disable 1: Enable	Enable

OffNet Call Forward Access (PGM 132 FLEX 3) … see details on page A-34

PGM 132	**BTN**	RANGE	DEFAULT
OFFNET CALL FORWARD ACCESS -- a station must be allowed Off Net Fwd to forward external incoming calls outside the system or otherwise establish a CO-to-CO connection.	3	0: Disable 1: Enable	Enable

Call Forward Assignment (PGM 143) … see details on page A-42

PGM 143	**BTN**	RANGE	DEFAULT
FORWARD TYPE -- specify call forward type.	1	0: Not Assigned 1: Unconditional 2: Busy 3: No Answer 4: Busy or No Answer	Not Assigned
FORWARD NUMBER -- specify Call Forward Destination by entering dial digits.	2	Max 32 digits	-
FORWARD APPLY TIME -- specify Call Forward Applying Time.	3	0: All 1: Day 2: Night 3: Timed	All
CALL FORWARD NO ANSWER TIMER -- if the station does not respond during the ‘CFW NO ANS TMR’ timer, the call is forwarded to Call Forward Destination.	4	(0-600) sec	15 sec
FORWARD DISPLAY -- enables the Forward Display Option to check forward information in idle state.	5	0: Off 1: On	On

Tenant Data

Multi-Call Forward Service Center … see page A-131

PGM 280	BTN	RANGE	DEFAULT
MULTI-CALL FORWARD SERVICE COUNTER -- determines the Multi-Call forward count.	8	01-10	05

RELATED FEATURES

Station Authorization Code … see page 3-5

DND … see page 3-76

Dialing Restriction … see page 3-63

Station Group … see page 3-150

Intercom Signaling Mode … see page 6-11

Call Forward, Preset … see page 3-22

Call Forward, Pilot Hunt

User may have selected incoming calls in his group to re-route to other stations (local or networked), station groups, or VMIIB. The user selects the type and condition under which calls will forward by entering a Call Forward code as follows:

Code 1, Unconditional – all calls to the station, except recalls, are forwarded internally or externally immediately upon receipt.

Code 2, Busy – if the station is busy, forwards all calls, except recalls, to the selected station.

Code 3, No Answer – forwards all calls, except recalls, to the selected station when the station does not answer within the No Answer timer.

Code 4, Busy/No Answer – forwards calls if the selected station is busy or does not answer within the No Answer timer.

CONDITIONS

- Station Call Forward has higher priority than Pilot Hunt Call Forward.
- To assign Pilot Hunt Call forward, the Station should be a member of the Pilot Hunt Group.
- An external number cannot be assigned to a Pilot Hunt Forward destination.
- If a station assigns the pilot hunt Call Forward, the pilot hunt call forward in day mode is changed.

- The Pilot Hunt Ring access privilege can be assigned on a per Station basis; if the Pilot Hunt Ring access of the station is disabled, that station will not receive Pilot Hunt ringing.
- If a user activates the call forward feature using the {Pilot Hunt Call Forward code}, it is applied to the Day Forward destination.

OPERATION

Digital & Single Line Phone

To activate Call Forward, Unconditional or Busy/No Answer:

1. Lift the handset or press the [SPEAKER] button to receive dial tone.
2. Dial {Pilot Hunt Call Forward Code}
3. Dial 1-4 {Call Forward code} as desired.
4. Dial the station or station group to receive calls.
5. Press the [SAVE] button to save.
6. Replace the handset, return to idle.

To deactivate the Call Forward:

1. Lift the handset or press the [SPEAKER] button,
2. Dial {Pilot Hunt Call Forward Cancel Code},

ADMIN PROGRAMMING

Station Data

Call Forward Access (PGM 132 - FLEX 2) … see details on page A-34

PGM 132	**BTN**	RANGE	DEFAULT
CALL FORWARD ACCESS -- enables Call Forward to be activated by the station.	2	0: Disable 1: Enable	Enable

Pilot Hunt Ring Access (PGM 134 - FLEX 6) … see details on page A-34

PGM 134	BTN	RANGE	DEFAULT
PILOT HUNT RING -- permits station to receive pilot hunt ring.	6	0:Disable 1:Enable	Enable

Station Group Data

Pilot Hunt Group (PGM 210 - 211) … see details on page A-77

PGM 210	BTN	RANGE	DEFAULT
CONDITION -- Determines call coverage condition for Pilot Hunt group.	1	0: ALL 1: Intercom 2: External	All
SERVICE TYPE -- This entry defines Service Type. (Terminal/Circular)	2	0: Terminal 1: Circular	Terminal
TIME TABLE INDEX -- Time Table index.	3	1-9	1
MEMBER ASG --Assigns stations as members of a Pilot Hunt group.	4	-	-

PGM 211	BTN	RANGE	DEFAULT
DAY FORWARD TYPE -- determines Day time seting for Call Forward type.	1	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
DAY FORWARD DESTINATION -- determines Day time seting for Forward destination.	2	Max. 8 digits	-
NIGHT FORWARD TYPE -- determines the Night time seting for Call Forward type.	3	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
NIGHT FORWARD DESTINATION -- determines the Night time seting for Forward destination.	4	Max. 8 digits	-
TIMED FORWARD TYPE -- determines the Timed seting for Forward type.	5	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
TIMED FWD DESTINATION -- determines the Timed seting for Forward destination.	6	Max. 8 digits	-

RELATED FEATURES

Station Authorization Code … see page 3-5
DND … see page 3-76
Dialing Restriction … see page 3-63
Station Group … see page 3-150
Intercom Signaling Mode … see page 6-11
Call Forward, Preset … see page 3-22

Call Forward, Preset

Call Forward, Preset calls to a Station are forwarded to a pre-determined destination assigned in the system database. Preset Call Forward can define separate treatment of CO/IP calls and intercom calls. In addition, separate busy and no-answer treatments are defined:

- Internal Unconditional – all intercom calls are immediately forwarded.
- Internal Busy – Intercom calls that encounter a busy, are forwarded immediately.
- Internal No-Answer – Intercom calls, which are not answered in the No-Answer time, or busy, are forwarded.
- External Unconditional – all external calls immediately forward.
- External Busy – external calls that encounter a busy are forwarded immediately.
- External No-Answer – external calls, not answered in the No-Answer time, or busy, are forwarded.

In addition, calls can be directly forwarded to the Users Voice Mail box using Call Forward, Preset. Preset Call Forward condition and type can be selected as listed:

- Unconditional – all calls to the station, are forwarded internally or externally immediately upon receipt.
- Busy – if the station is busy, all calls are forwarded to the selected station.
- No Answer - forwards all calls to the selected station when the station does not answer within the No Answer timer.

CONDITIONS

- A station receiving a forwarded call can transfer the call to the forwarding station.
- Calls cannot be forwarded to a station in DND (error tone is returned).
- Manual forward has a higher priority than Preset Forward and overrides any Preset Forward setting.
- Preset call forward status is not shown on the Station LCD display.

- No Answer Forward employs the Station No Answer Forward timer.
- If Station No Answer Preset Call Forward and CO Preset Forward Ring Table is set the same, the CO Preset Forward Ring Table precedes Station Preset Call Forward.

OPERATION

System

When enabled, operation of Preset Call Forward is automatic.

ADMIN PROGRAMMING

Station Data

Preset Call Forward (PGM 142) … see details on page A-41

PGM 142	BTN	RANGE	DEFAULT
INTERNAL UNCOND -- The unconditional preset forward destination of internal(intercom) call .	1	Max 32 digits	-
INTERNAL BUSY -- The busy preset forward destination of internal(intercom) call.	2	Max 32 digits	-
INTERNAL NO-ANSWER -- The no-answer preset forward destination of internal(intercom) .	3	Max 32 digits	-
EXTERNAL UNCOND -- The unconditional preset forward destination of external call.	4	Max 32 digits	-
EXTERNAL BUSY -- The busy preset forward destination of external call.	5	Max 32 digits	-
EXTERNAL NO-ANSWER -- The no-answer preset forward destination of external call.	6	Max 32 digits	-

Call Forward No-Answer Timer (PGM 143 - FLEX 4) … see details on page A-42

PGM 143	BTN	RANGE	DEFAULT
CFW NO ANS TMR -- Busy or No Answer - employs this 'CFW NO ANS TMR' timer. If the station does not respond during the 'CFW NO ANS TMR' timer. Call is forwarded to 'Call Forward Destination'.	4	0-600 secs	15 secs

RELATED FEATURES

Call Forward… see page 3-15

DND … see page 3-76

Auto Attendant … see page 3-86

Preset Call Forward … see page 3-22

VMIB Integrated Auto Attd/Voice Mail … see page 3-254

Call Park

A User may place (Park) an active intercom or CO/IP call in a special holding location (Park Orbit) for easy access from any station in the system. The system has 50 holding locations (Park Orbits).

CONDITIONS

- If the selected Park Orbit returns a busy signal, the user may simply dial another Park Orbit without disconnecting.
- A Parked call will recall to the station that parked the call should the Call Park Timer expire. The normal Hold Recall process is then initiated.
- A Parked call will indicate busy at all appearances.

OPERATION

Digital Phone

To park an active external call:

1. Press the [TRANS] button.
2. Dial {Call Park Feature Code}.
3. Dial the Call Park No (00-49).
4. Return to idle.

To retrieve a parked call:

1. Lift the handset or press the [SPEAKER] button.
2. Dial {Call Park Feature Code}.
3. Dial the Call Park No (00-49).

Single Line Phone

To park an active external call

1. Press the hook-switch.
2. Dial {Call Park Feature Code}.
3. Dial the Call Park No (00-49).
4. Return to idle.

To retrieve a parked call

1. Lift the handset.
2. Dial {Call Park Feature Code}
3. Dial the Call Park No (00-49).

ADMIN PROGRAMMING

Numbering Data

Call Park Code (PGM 113) … see details on page A-19

BTN	FEATURE (PGM 113)	REMARK
36	Call Parking Location	541 + xx (Parking Location 00-49)

Tenant Data

Call Park Hold Tone Time … see page A-138_use Web Admin (PGM 290 - FLEX 58-59)

PGM 290	BTN	RANGE	DEFAULT
TONE TIME -- Determines the amount of time tone is provided.	2	1-600	10

RELATED FEATURES

Hold … see page 3-100

Hold Recall … see page 3-101

Call Pick-Up

Directed Call Pick-Up

A station may answer (Pick-Up) incoming and transferred intercom, CO and IP calls ringing at another station. All ringing calls are subject to Directed Call Pick-up except queued Callbacks.

Digital phone users may assign a Flex button as a {DIRECTED CALL PICK-UP} button.

CONDITIONS

- To pick-up a CO/IP call, the station must have an idle appearance button.
- When several calls are ringing at a station simultaneously, Call Pick-up will connect the first call received.
- Queue callback calls are not subject to Call Pick-up (receives an error tone).
- Only ringing intercom calls are subject to Call Pick-up; Intercom calls announced hands free cannot be picked up by another station.

OPERATION

Digital Phone

To assign a {directed call pick-up} button:

Press [PGM] + {Flex} + Button Feature Type (1) + {Direct Pickup Feature Code} + [SAVE].

To Pick-up a call ringing at another station:

1. Lift the handset or press [SPEAKER].
2. Dial {Directed Call Pick-up code}.
3. Dial the intercom number of the ringing station.

OR

1. Lift the handset or press [SPEAKER].
2. Press the {DIRECTED CALL PICK-UP} button.
3. Dial the intercom number of the ringing station.

Single Line Phone

To Pick-up a call ringing at another station:

1. Lift the handset
2. Dial {Directed Call Pick-up code}.
3. Dial the number of the ringing station.

ADMIN PROGRAMMING

Numbering Data

Feature Numbering Plan (PGM 113) … see details on page A-18

Station Group Data

Station Data -- Pickup by DSS (PGM 124 - FLEX 9) … see details on page A-28

PGM 124	BTN	RANGE	DEFAULT
PICKUP BY DSS BUTTON -- this value determines the method of pickup when pressing DSS button.	9	0: Disable 1: Group Pickup 2: Direct Pickup	Direct Pickup

Station Group Attributes, Pick-up Option (PGM 200 - FLEX 5) … see details on page A-67

PGM 200	BTN	RANGE	DEFAULT
PICKUP OPTION -- stations can pickup group calls ringing at other stations in the group.	5	0: Disable 1: All Call 2: Intercom 3: External	Disable

Call Pick-up Group Attributes (PGM 204) … see details on page A-73

PGM 204	BTN	RANGE	DEFAULT
PICK UP CONDITION -- this entry defines pick up condition. (All/Internal/External)	1	0: All Call 1: Int Call 2: Ext Call	All Call
PICK UP MEMBER ASG -- assigns stations as members of a station pickup group.	2	-	-

RELATED FEATURES

Intercom Signaling Mode … see page 6-11

Group Call Pick-up … see page 3-28

Group Call Pick-Up

A Station can answer (Pick-Up) incoming and transferred intercom, CO and IP calls ringing at another station in the same station group. All ringing calls, except Private Queue Callbacks, are subject to Pick-up by other stations in the same group. Digital phone users may assign a Flex button as a {GROUP CALL PICK-UP} button.

CONDITIONS

- To pick-up a CO/IP call, the station must have an idle appearance button.
- When several calls are ringing at a station simultaneously, Call Pick-up will connect the first call received.
- Queue callback calls are not subject to Call Pick-up (receives error tone).
- Only ringing intercom calls are subject to Call Pick-up; Hands free announced intercom calls cannot be picked up by another station.
- When a station belongs to multiple groups, calls received are routed to the group with the lowest station number.

OPERATION

Digital Phone

To assign a {GROUP CALL PICK-UP} button:

PRESS [PGM] + {FLEX} + Button Feature Type(1) + {Group Pickup Feature Code} + [SAVE]

To Pick-up a call ringing at another station:

1. Lift the handset or press [SPEAKER].
2. Dial {Group Call Pick-up code}.
   OR
3. Press the programmed Group Call Pick-up button.

Single Line Phone

To Pick-up a call ringing at another station:

1. Lift the handset.
2. Dial {Group Call Pick-up code}.

ADMIN PROGRAMMING

Numbering Data

Feature Numbering Plan (PGM 113) … see details on page A-18

Station Group Data

Station Group Attributes, Pick-up Option (PGM 200 - FLEX 5) … see details on page A-67

PGM 200	BTN	RANGE	DEFAULT
PICKUP OPTION -- stations can pickup group calls ringing at other stations in the group.	5	0: Disable 1: All Call 2: Intercom 3: External	Disable

Call Pick-up Group Attributes (PGM 204) … see details on page A-73

PGM 204	BTN	RANGE	DEFAULT
PICK UP CONDITION -- this entry defines pick up condition. (All/Internal/External)	1	0: All Call 1: Int Call 2: Ext Call	All Call
PICK UP MEMBER ASG -- assigns stations as members of a station pickup group.	2	-	-

RELATED FEATURES

Intercom Signaling Mode … see page 6-11

Group Call Pick-up … see page 3-28

Station Group … see page 3-150

Call Transfer

Call Transfer, Station

CO/IP calls can be transferred to other stations on the same System. Calls can be transferred without announcing the call (unscreened), or with announcement (screened).

When a call is transferred, the Transfer Recall Timer is initiated. If the timer expires before the call is answered, the Hold Recall process is initiated.

CONDITIONS

- The transferring station may camp on a call on to a busy station.
- To prevent Toll abuse, CO/IP lines without an active call (either incoming or dialed digits on outgoing) cannot be transferred.
- For outgoing CO Line calls, the system will monitor the CO Line for dial tone to prevent Toll abuse; when an IP Line is seized, the system does not monitor for dial tone.

OPERATION

Digital Phone

While on a CO/IP call, to perform a Screened Call Transfer:

1. Press [TRANS].
2. Dial the station to receive the transfer.
3. At answer or splash tone, announce the call.
4. Hang-up to complete the transfer.
   OR
5. Press the {DSS/BLF} button for the desired station.
6. When answered or when splash tone is heard, announce the call.
7. Hang-up to complete the transfer.

While on a CO/IP call, to perform an Unscreened Call Transfer:

1. Press [TRANS].
2. Dial the station to receive the transfer.
3. Hang-up to complete the transfer.
   OR
4. Press the {DSS/BLF} button for the desired station.
5. Hang-up to complete the transfer.

Single Line Phone

While on a CO/IP call, to perform a Screened Call Transfer:

1. Press for hook-switch.
2. Dial the station to receive the transfer.
3. When answered or when splash tone is heard, announce the call.
4. Hang-up to complete the transfer.

While on a CO/IP call, to perform an Unscreened Call Transfer:

1. Press for hook-switch.
2. Dial the station to receive the transfer.
3. Hang-up to complete the transfer.

RELATED FEATURES

Hold Recall … see page 3-101

Call Transfer, CO/IP … see page 3-31

Station Flexible Buttons … see page 6-21

Call Transfer, CO / IP

A Station may be permitted to transfer a CO/IP call to another CO/IP line, establishing an Unsupervised Conference between the two external parties.

If the receiving party is called through an ISDN or VoIP path, the Transfer Hold Recall Timer is initiated and if it expires, Hold Recall is initiated.

CONDITIONS

- A call using the service of 2 CO lines and not providing call disconnection detection will be disconnected following the expiration of the Unsupervised Conference timer.
- The system provides Transfer Recall on ISDN and VoIP calls providing ‘Answer Supervision’.
- If during a transfer to an external party, the user presses the CO/IP line of the original call, the outgoing call is disconnected and the original call is connected to the user.
- The CO-to-CO transfer can be enabled or disabled by using the Transit Option on CO line basis and also by using offnet forward option on station basis..
- If the transferred call is not answered by the destination Station, the call is routed to the ‘Transfer No Answer Destination’ of the CO Alternative Destination.
- When CO 1 is transferred to CO 2, if the CO 2 does not answer within the CO-to-CO transfer recall timer, both CO lines are disconnected.

OPERATION

Digital Phone

While on a CO/IP call, to perform a Screened Call Transfer:

1. Press [TRANS].
2. Place a CO/IP call in the normal manner.
3. When answered, announce the call.
4. Hang-up to complete the transfer.

While on a CO/IP call, to perform an Unscreened Call Transfer:

1. Press [TRANS].
2. Place CO/IP call in the normal manner.
3. Hang-up to complete the transfer.

Single Line Phone

While on a CO/IP call, to perform a Screened Call Transfer:

1. Press for hook-switch.
2. Place CO/IP call in the normal manner.
3. When answered, announce the call.
4. Hang-up to complete the transfer.

While on a CO/IP call, to perform an Unscreened Call Transfer:

1. Press for hook-switch.
2. Place CO/IP call in the normal manner.
3. Hang-up to complete the transfer.

ADMIN PROGRAMMING

Station Number Data

Offnet Forward Access (PGM 132, FLEX 3) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
OFFNET FORWARD ACCESS -- a station must be allowed Off Net Fwd to forward external incoming calls outside the system or otherwise establish a CO-to-CO connection.	3	0: Disable 1: Enable	Enable

CO Line Data

CO-to-CO Attributes (PGM 179) … see details on page A-63

PGM 179	BTN	RANGE	DEFAULT
STATION OUTGOING CALL TRANSFER -- while stations are connected to outgoing CO call of first CO Group, the station can transfer the call to second CO group.	1	0: Off 1: On	On
OUTGOING CALL TRANSFER -- while ATD is connected to outgoing CO call of first CO Group, the ATD can transfer the call to second CO group.	2	0: Off 1: On	On
OUTGOING CALL TRANSFER RELEASE TYPE -- if outgoing CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	3	0: None 1: Release after Release Timer	None
OUTGOING CALL TRANSFER RELEASE TIME -- if an outgoing CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnecting, a warning tone is provided.	4	000-300 (sec)	060
INCOMING CALL TRANSFER DIRECTLY -- if this feature is set to ON, CO incoming call can be transferred directly without any stations or ATD to transfer the call.	5	0: Off 1: On	Off
STATION INCOMING CALL TRANSFER -- while stations are connected to incoming CO call of first CO Group, the station can transfer the call to second CO group.	6	0: Off 1: On	On
ATD INCOMING CALL TRANSFER -- while ATD is connected to incoming CO call of first CO Group, the ATD can transfer the call to second CO group.	7	0: Off 1: On	On
INCOMING CALL TRANSFER RELEASE TYPE -- If incoming CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	8	0: None 1: Release after Release Timer	None
INCOMING CALL TRANSFER RELEASE TIME -- If an incoming CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnected, warning tone is provided.	9	000-300 (sec)	060

Unsupervised Conference Extend (PGM 166) … see details on page A-52

PGM 166	BTN	RANGE	DEFAULT
UNSUP CONF ENTEND -- If this feature is set to ON, unsupervised conference timer can be extended by dial feature code after warning tone is heard.	3	0: Disable 1: Enable	Disable

Unsupervised Conference Extend (PGM 171) … see details on page A-59

PGM 171	BTN	RANGE	DEFAULT
UNSUP CONF EXTEND -- If this feature is set to ON, Unsupervised Conf Timer can be extended by dialing feature code after warning tone is heard.	2	0: Off 1: On	Off

Unsupervised Conference Timer (PGM 166) … see details on page A-52

PGM 166	BTN	RANGE	DEFAULT
UNSUP CONF TIMER -- When there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after timer expires. The warning tone is heard before the line is disconnected.	9	000-255 (min)	000

Unsupervised Conference Timer (PGM 171) … see details on page A-59

PGM 171	BTN	RANGE	DEFAULT
UNSUP CONF TIMER -- When there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after the timer expires. The warning tone is heard before the line is disconnected.	6	000-255 (min)	000

Incoming CO Alternate Destination (PGM 169) … see details on page A-56

PGM 169	BTN	RANGE	DEFAULT
Incoming CO Alternataive DAY --	1	F1: Busy F2: No Answer F3: Invalid F4: Transfer No Answer F5: Recall No Answer F6: DND F7: Out Of Service F8: Error 1: Disconnect 2: Attendant 3: CO Ring 4: Alt Ring Table 5: Tone 6: Pilot HuntGroup	Disconnect 1 sec
NIGHT --	2		Disconnect 1 sec
TIMED --	3		Disconnect 1 sec

Outgoing CO Alternate Destination (PGM 173) … see details on page A-60

PGM 173	BTN	RANGE	DEFAULT
DAY ALT DEST -- Abnormal case can be selected as error type.	-	F1: Recall No Answer F2:Transfer No Answer F3: No Answer	-
NO ANSWER DISCONNECT-- The CO call is disconnected. Every destination is set to 'Disconnect' by default.	1	-	-
NO ANSWER ATTENDANT -- The CO call is routed to Attendant.	2	-	-
NO ANSWER CO RING ASSIGN -- The CO call is routed according to Ring Assign Table. (see PGM 167)	3	-	-
NO ANSWER ALT RING TBL -- If destination is set to Alt Ring Table and the Table index is assigned, the CO call is routed according to Alt Ring Table. (See PGM 181)	4	01-80	-
NO ANSWER TONE -- If destination is set to Tone, the Error / Busy tone is heard.	5	-	-

PGM 173	BTN	RANGE	DEFAULT
NO ANSWER PILOT HUNT GROUP -- The CO call is routed to Pilot Hunt Group of the original destination.	6	-	-
NO ANSWER RING -- The call is routed to the same destination again.	7	-	-
NO ANSWERThe CO call is routed to the transferred station again. Only possible for 'Transfer No Answer' case.	8	-	-

CO-to-CO Transfer Timer (PGM 220) … see details on page A-85

PGM 220	BTN	RANGE	DEFAULT
CO-CO TRANS TMR -- Determines the answer waiting time when CO line is transferred to another CO line. If not answered in this time, transferred CO call is disconnected.	1	000-300 secs	030
HOT-DESK LOGOUT TMR -- Determines the amount of time the attendant receives recall after which the system will disconnect the call.	2	00-24 hrs	00
ACNR PAUSE TMR -- This timer establishes the time between ACNR attempts.	3	005-300 secs	030
PAGE TIME OUT TMR -- Determines the maximum duration of a page after which the caller and Page Zone are released.	4	000-300 secs	15
PAUSE TMR -- A Timed pause of this duration is used in Speed Dial and during other automatically dialed digits sent to the PSTN.	5	1-9 secs	3
VM PAUSE TMR -- When the system sends a "Pause" to Voice Mail using In-band signals, the Pause interval is defined by this timer.	6	1-9 secs	3
VMIB-MSG MIN TMR -- This timer sets the minimum duration allowed for a voice mail message in the system's VMIB. Messages shorter than this period are not stored.	7	1-9 secs	4
VMIB-MSG MAX TMR -- This timer sets the maximum duration allowed for the User Greeting in the system's VMIB.	8	00-999 secs	60
CALL-WAIT WARN TMR -- Determine the call-wait indication tone repeat time.	9	010-1800 secs	030
CAMP-ON WARN TMR -- Determine the camp-on indication tone repeat time.	10	010-1800 secs	030

PGM 220	BTN	RANGE	DEFAULT
CCR INTER-DGT TMR -- Inter-digit timer used with Customer Call Routing function.	11	01-30 secs	03
WEB PSWD GUARD TMR -- If no data packets are received during a Web Admin connection for the Guard time, a password check will be initiated by the system.	12	001-999 mins	5

RELATED FEATURES

Hold Recall … see page 3-101

Call Transfer, Station … see page 3-30

Unsupervised Conference … see page 3-53

CO / IP Access

Stations can access outgoing CO/IP lines based on CO/IP Group Access programming. Digital Phones may use flexible buttons assigned to access a specific {CO} line, using a {CO ACCESS CODE} for outgoing calls.

CONDITIONS

- When a user dials a {CO Access Code}, the system will search the assigned CO group for an idle CO/IP line, if there is no idle CO/IP line then the system will search the 1st CO/IP Group for an idle CO/IP line; the user will receive a busy tone.
- A telephone user not allowed access to a CO/IP line will receive an error tone when access is attempted; the station may receive transferred calls despite denied access on the line but will not be able to flash or use the CO/IP line for an outgoing call.
- A station denied access to a CO/IP line but assigned to receive CO/IP line calls may answer incoming calls. The user may transfer calls but cannot make an outgoing call on the CO/IP line.
- CO/IP lines placed on hold may be retrieved by dialing the {Retrieve Held CO/IP code} and the CO/IP line number.
- The Tx path to a station will be muted until the system has verified the Toll Restriction for the CO/IP line.
- When a CO line is seized, the system will monitor the line for dial tone.
- The System selects lines from a group using the Round Robin, First-Choice or Last-Choice method based on Admin Programming.

OPERATION

Digital Phone

To place an outgoing CO call:

1. Lift the handset or press the [SPEAKER] button.
2. Press desired {CO} line, and enter {CO ACCESS CODE}.
   OR
3. Dial the CO line or CO Access Code.
4. Dial the desired number.

To place an outgoing IP call:

1. Lift the handset or press the [SPEAKER] button.
2. Press desired {CO} line, and enter {CO ACCESS CODE}.
   OR
3. Dial the CO line or CO Access Code.
4. Dial the desired number registered in H.323 Routing Attribute (PGM 360), then the outgoing call will be made to the assigned IP-Address.

To receive an IP call:

If a call is received from the assigned IP-Address in H.323 Incoming Attribute, it is routed to the assigned incoming CO Group.

To answer an incoming CO/IP call:

1. Lift the handset or press the [SPEAKER] button.
   OR
2. Press {DN} button, and lift the handset to speak privately.

Single Line Phone

To place an outgoing CO/IP call:

1. Lift the handset.
2. Dial the CO line or CO Access Code.
3. Dial the desired number.

To answer an incoming CO/IP call:

Lift handset.

ADMIN PROGRAMMING

CO Line Data

CO Group Access Code (PGM 180) … see details on page A-65

PGM 180	BTN	RANGE	DEFAULT
ACCESS CODE NAME -- When a CO Grp Access code is dialed or Flex Button is pressed; name is displayed on the station's LCD.	1	Max 16 chars	-
CO LINE CHOICE -- Decide to select to CO line priority to seize. NOTE: When Outgoing Group Number is not assigned, this option is not applied.	2	0: Round Robin 1: Last Line 2: First Line	Last Line
OUTGOING GRP NO -- Determines the CO Group number used to seize. NOTE: If not assigned, the access code is used as LOOP key.	3	01-72 (MBX IP -300) 01-24 (MBX IP -100)	Not assigned to the first access code. 01-72 (MBX IP-300) 01-24 (MBX IP-100) is assigned sequentially from the second access code
AND DGT -- Automatic Network Dialing (AND) digit is sent after CO line seized. This feature allows user to initiate CO calls only by dialing CO Group Access Code.	4	Max 10 digits	-
ARS SERVICE -- If Alternate Route Selection (ARS) is set, ARS digit is dialed instead of CO Group Access code when there is no available path.	5	0: Off 1: On	Off
ARS DGT 1 -- Alternate CO Group Access code to be used when original CO Group Access code failed to find available CO line.	6	Max 8 digits	-
ARS 1 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	7	0: Off 1: On	Off
ARS DGT 2 -- Second alternate CO Group Access code to be used when original CO Group Access code and first ARS code failed to find available CO line.	8	Max 8 digits	-
ARS 2 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	9	0: Off 1: On	Off

CO Line Group (PGM 160 - FLEX 3-4) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01

H.323 Data

H.323 Routing Attribute (PGM 360) … see details on page A-150

PGM 360	BTN	RANGE	DEFAULT
DIGIT (1) -- destination numbers associated with the H.323 routing system.	1	Max 8 digits	-
DEST IP ADDR -- destination IP address associated with the H.323 routing system.	2	-	0.0.0.0

Station Data

CO Group Access (PGM 150) … see details on page A-45

CO / IP Call Time Restriction

The System can be programmed to limit the length of calls at specified stations. When a specified Station places a call, the system initiates the Call Restrict timer, and 15 seconds prior to timer expiration, a warning tone is delivered. At expiration, the system terminates the call returning the external CO/IP line to idle.

Call time restriction can be applied differently according to call types (Local call, Long Distance call or international call).

CONDITIONS

- The warning tone can be provided periodically or once as programmed.
- Once activated, the Call Warning Tone timer continues timing while the call is connected to the system even if the call is transferred or picked up at another station.

OPERATION

System

Operation of this feature is automatic when assigned:

ADMIN PROGRAMMING

Station Data

Call Duration Restrict Access (PGM 134 - FLEX 4) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
CALL DURATION RESTRICT -- restricts CO Call Duration to station.	4	0:Disable 1:Enable	Disable

Tenant Data

Call Duration Restriction (PGM 284-285) … see details on page A-135

PGM 284	BTN	RANGE	DEFAULT
NORMAL CO LINE -- Determines call restriction for Normal CO line.	1	0: No Restriction 1: All Calls 2: Long/ International 3: Internationa	0: No Restriction
DEDICATED LINE -- Determines the call restriction for TIE line.	2	0: No restriction 1: Restriction	0: No Restriction
LOCAL CALL AFTER R-TIME -- Determines the operation of Local calls after the Restriction timer expires.	3	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone
LONG CALL AFTER R-TIME -- Determines the operation of Long Distance calls after the Restriction timer expires.	4	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone
INTERNAT AFTER R-TIMEDetermines the operation of International calls after the Restriction timer expires.	5	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone
DEDICATED CALL AFTER R-TM -- Determines the operation of TIE calls after the Restriction timer expires.	6	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone

PGM 285	BTN	RANGE	DEFAULT
LOCAL CALL TONE RPT-TIMER -- Determines the Tone Repeat timer of Local calls.	1	010-254	020
LONG CALL TONE RPT TMR --Determines the Tone Repeat timer of Long Distance calls.	2	010-254	020
INTNATION CALL TONE RPT -- Determines the Tone Repeat timer of International calls.	3	010-254	020
DEDICATED CALL TONE RPT -- Determines the Repeat timer of Dedicated Line calls.	4	010-254	020
LOCAL CALL DISC TMR -- Determines entry defines Disconnect timer of Local calls.	5	10-60	15
LONG CALL DISC TMR -- Determines the disconnect timer of Long Distance calls.	6	10-60	15
INTERNATIONAL DISC TMR -- Determines the Disconnect timer of International calls.	7	10-60	15
DEDICATED CALL DISC TMR -- Determines the Disconnect timer of Dedicated Line calls.	8	10-60	15
LOCAL CALL REST TMR -- Determines the Restriction timer of Local calls.	9	001-100	003
LONG CALL REST TMR -- Determines the Restriction timer of Long Distance calls.	10	001-100	003
INTERNATIONAL REST TMR -- Determines the Restriction timer of International calls.	11	001-100	003
DEDICATED CALL REST TMR -- Determines the Restriction timer of Dedicated Line calls.	12	001-100	003

Local Call Prefix Table (PGM 286) … see details on page A-137
Long Distance Call Prefix Table (PGM 287) … see details on page A-137
International Call Prefix Table (PGM 288) … see details on page A-137

CO / IP Call Warning Tone Timer

Stations can receive a tone indicating the elapsed time of a CO/IP call has reached the CO Warning Tone time (timer expiration). A warning tone is presented to the call parties notifying that the Warning Tone Timer is about to expire.

CONDITIONS

- Warning tone is received 15 seconds prior to expiration of the timer and can be repeated every tone repeat time.

OPERATION

System

If enabled, operation of this feature is automatic:

ADMIN PROGRAMMING

Station Data

Call Duration Restrict Access (PGM 134 - FLEX 4) … see details on page A-36

Tenant Data

Call Duration Restriction (PGM 284-285)… see details on page A-135

PGM 284	BTN	RANGE	DEFAULT
NORMAL CO LINE -- Determines call restriction for Normal CO line.	1	0: No Restriction 1: All Calls 2: Long/ International 3: Internationa	0: No Restriction
DEDICATED LINE -- Determines the call restriction for TIE line.	2	0: No restriction 1: Restriction	0: No Restriction
LOCAL CALL AFTER R-TIME -- Determines the operation of Local calls after the Restriction timer expires.	3	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone
LONG CALL AFTER R-TIME -- Determines the operation of Long Distance calls after the Restriction timer expires.	4	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone

PGM 284	BTN	RANGE	DEFAULT
INTERNAT AFTER R-TIMEDetermines the operation of International calls after the Restriction timer expires.	5	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone
DEDICATED CALL AFTER R-TM -- Determines the operation of TIE calls after the Restriction timer expires.	6	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone

PGM 285	BTN	RANGE	DEFAULT
LOCAL CALL TONE RPT-TIMER -- Determines the Tone Repeat timer of Local calls.	1	010-254	020
LONG CALL TONE RPT TMR --Determines the Tone Repeat timer of Long Distance calls.	2	010-254	020
INTNATION CALL TONE RPT -- Determines the Tone Repeat timer of International calls.	3	010-254	020
DEDICATED CALL TONE RPT -- Determines the Repeat timer of Dedicated Line calls.	4	010-254	020
LOCAL CALL DISC TMR -- Determines entry defines Disconnect timer of Local calls.	5	10-60	15
LONG CALL DISC TMR -- Determines the disconnect timer of Long Distance calls.	6	10-60	15
INTERNATIONAL DISC TMR -- Determines the Disconnect timer of International calls.	7	10-60	15
DEDICATED CALL DISC TMR -- Determines the Disconnect timer of Dedicated Line calls.	8	10-60	15
LOCAL CALL REST TMR -- Determines the Restriction timer of Local calls.	9	001-100	003
LONG CALL REST TMR -- Determines the Restriction timer of Long Distance calls.	10	001-100	003
INTERNATIONAL REST TMR -- Determines the Restriction timer of International calls.	11	001-100	003
DEDICATED CALL REST TMR -- Determines the Restriction timer of Dedicated Line calls.	12	001-100	003

Local Call Prefix Table (PGM 286) … see details on page A-137

Long Distance Call Prefix Table (PGM 287) … see details on page A-137

International Call Prefix Table (PGM 288)… see details on page A-137

RELATED FEATURES

CO/IP Call Time Restriction … see page 3-40

CO / IP Queuing

When CO/IP lines are busy, permitted users can request to be placed in queue awaiting availability of the CO/IP line or a CO/IP line in the same group. When an appropriate CO/IP line becomes available, the system calls the waiting station on a First-In, First-Out (FIFO) basis.

CONDITIONS

- A CO/IP line can have any number of simultaneous queue requests.
- A Station may only have a single active CO/IP queue request; activating a new queue request will replace (cancel), an existing queue.
- A Queue recall will always notify the station with a tone ring, ignoring the station's assigned Intercom Signaling mode.
- Queue recall will signal a station for 15 seconds, if unanswered, the station is removed from the queue.
- If a station requests CO Queuing on a busy CO line, the requesting station checks the busy CO line's status every 5 seconds and receives CO Queue Recall Ring when the status check timer expires after a busy CO line returns to idle. Therefore, Queue Recall ring may be delayed after a busy CO line returns to idle. In addition, when several stations request CO Queuing to a busy CO line, the Queue Recall Ring may not be provided sequentially.

OPERATION

Digital Phone

To request to be placed in queue for a busy CO/IP line:

1. Press the desired {CO GROUP ACCESS CODE} button or dial the CO Group Access Code.
2. Press the [MSG/CALLBK] button, a confirmation tone is received.
3. Hang-up; the [MSG/CALLBK] LED will flash.

To cancel the queue from the queued station:

Press the [MSG/CALLBK] button, the [MSG/CALLBK] LED extinguishes.

Single Line Phone

To request to be placed in queue while receiving the "All Lines Busy" signal:

1. Press the hook-switch.
2. Enter the {Call Back Feature code}.

To cancel the queue from the queued station:

1. Lift the handset.
2. Enter the {Call Back Cancel Feature code}.

System

When a CO/IP line becomes available:

A distinctive Queue Recall is sent to the station with the oldest queued call, the appropriate {CO/IP} line button LED will flash; the CO/IP line and station will appear busy to all other users.

ADMIN PROGRAMMING

Station Data

CO Queuing Access (PGM 133 - FLEX 1) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
CO QUEUE ACCESS -- enable CO Queuing.	1	0: Disable 1: Enable	Enable

Numbering Data

CO Group Access Code (PGM 114) … see details on page A-22

PGM 114	BTN	RANGE	REMARK
CO GRP ACCESS CODE (Edit By Range)	1	Start CO Grp Access Code & End CO Grp Access Code	-
CO GRP ACCESS CODE (Edit)	2	CO Grp Access Code	-

RELATED FEATURES

CO/IP Access … see page 3-37

Conference

Conference supports communication between multiple parties (up to 13 per conference). The following table lists conference capacities for the MBX IP 100/300 systems. NOTE: There are 133 extra TDM channels for the Conference feature.

Conference Type	Total number of conferences
3-way conference	No limit
4-way conference	33
5-way conference	19
6-way conference	13
7-way conference	12
8-way conference	9
9-way conference	5
10-way conference	4
11-way conference	4
12-way conference	3
13-way conference	3

Conference Room

In addition to ad-hoc conferencing, users may establish a Conference Room. Both internal and external parties can be invited to a conference room and can join a conference room without further action by the user that established the Conference Room. A user can transfer an active call to a Conference Room. A Conference Room can be password protected restricting parties allowed to enter.

Up to 9 Conference Rooms can be set-up and each can support up to maximum 13-party.

CONDITIONS

- Once established, a Conference Room will remain opened until the Room is deleted.
- Phontage and UCS Client may also create, delete and join a Conference Room; for operation instructions, refer to the Phontage or UCS Client User Guide.

OPERATION

Digital Phone

To set-up a Conference Room:

1. Enter the {Create-Conference-Room Feature} Code.
2. Dial the desired Conference Room number (571-579).
3. If desired, enter a password for the Conference Room (Max. 6 digits).
4. Press [SAVE] to establish the Room.

To join a Conference Room:

1. Dial the Conference Room Number.
2. Dial the Conference Room password and * for end mark if password is less than 6-digits (if the password is 6-digits, dialing * is not needed).

To delete a Conference Room:

1. Enter the {Delete-Conference-Room Feature} Code.
2. Dial the Conference Room number (571-579).
3. Dial the Conference Room password and * for end mark if password is less than 6-digits (if the password is 6-digits, dialing * is not needed).
4. Press [SAVE] to delete the Conference Room.

To transfer a call to a Conference Room:

1. Press the [TRANS] button.
2. Dial the Conference Room Number.
3. Dial the Conference Room password and * for end mark if password is less than 6-digits (if password is 6-digits, dialing * is not needed).
4. Hang-up to complete the transfer.

Single Line Phone

To set-up a Conference Room:

1. Lift the handset.
2. Dial {Conference Room Create Code}.
3. Dial the desired Conference Room number (1-9).
4. Dial the Conference Room password.
5. Press the hook-switch.

To join a Conference Room:

1. Lift the handset.
2. Dial the Conference Room Number.
3. Dial the Conference Room password and * for end mark if the password is less than 6-digits (if password is 6-digits, dialing * is not needed).

To delete a Conference Room:

1. Lift the handset.
2. Dial {Conference Room Delete Code}.
3. Dial the Conference Room number (1-9).
4. Dial the Conference Room password and * for end mark if the password is less than 6-digits (if password is 6-digits, dialing * is not needed).
5. Press the hook-switch.

ADMIN PROGRAMMING

Station Data

Conference Access (PGM 133 - FLEX 2) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
CONFERENCE ACCESS -- enable Conference call.	2	0: Disable 1: Enable	Enable

Numbering Data

Conference Room Create/Delete Code (PGM 113) … see details on page A-19

BTN	FEATURE	REMARK
49	Create Conf Room	527 + Conf. Room #
50	Delete Conf Room	528 + Conf. Room #

RELATED FEATURES

CO/IP Access … see page 3-37
Hold Recall … see page 3-101
Unsupervised Conference … see page 3-53

Multi-Party Voice Conference

The system allows multiple internal and external parties to be connected on a call, in conference mode.

CONDITIONS

- The [CONF] button will remain illuminated at the phones that are temporarily out of conference for the duration of the conference.
- If the system receives a disconnect signal and no internal parties remain in the conference, the conference will be terminated and all remaining parties will be disconnected.
- The normal Hold Recall process is applied to a conference on hold using the Unsupervised Conference Recall timer for recall timing.
- If while setting up a conference, a system error tone is received, the initiator must press the [CONF] button (SLT must hook-flash) to regain the Intercom dial tone.
- A station that is busy, in DND or other non-idle state cannot be added to a conference.

OPERATION

Digital Phone

To establish an ad-hoc conference:

1. Establish the first call.
2. Press the [CONF] button; the LED will light, the connected party is placed on exclusive hold and the user receives a dial tone.
3. Place the second call.
4. When connected, press [CONF]; the new call is placed on exclusive hold.
5. Repeat steps 3 and 4 above to add additional conference parties (up to 13 total per conference).
6. Press the [CONF] button to establish conference.

To establish an ad-hoc conference: ("Conference Member Manual Add" is set to OFF)

7. Establish the first call.
8. Press the [CONF] button; the LED will light, the connected party is placed on exclusive hold and the user receives a dial tone.
9. Place the second call.
10. When connected, the called party is put into conference and calling party also returns to conference.

11. Repeat steps 3 and 4 above to add additional conference parties (up to 13 total per conference).

To get out from a conference temporarily:

Press the [CONF] button, the [CONF] button LED will flash.

To return to a conference call:

Press the flashing [CONF] button.

Single Line Phone

To establish an ad-hoc conference: ("Conference Member Manual Add" is set ON)

1. Establish the first call.
2. Press the hook-switch, the connected party is placed on exclusive hold and the user receives a dial tone.
3. Dial the {Conference Member Add Code}.
4. Place the second call.
5. When connected, repeat steps 2-4 above to add additional parties. {Conference Member Add Code} should be dialed at least once.
6. When completed adding parties, quickly press the hook-switch twice (within 2 seconds), all parties will be connected.

To establish an ad-hoc conference: ("Conference Member Manual Add" is set OFF)

1. Establish the first call.
2. Press the hook-switch, the connected party is placed on exclusive hold and the user receives a dial tone.
3. Dial the {Conference Member Add Code}.
4. Place the second call.
5. When connected, the called party is put into conference and calling party also returns to conference.
6. Repeat steps 2-5 above to add additional parties. {Conference Member Add Code} should be dialed at least once.

ADMIN PROGRAMMING

Station Data

Conference Access (PGM 133 - FLEX 2) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
CONFERENCE ACCESS -- enable Conference call.	2	0: Disable 1: Enable	Enable

Tenant Data

Conference Member Manual Add (PGM 281 - FLEX 1) … see details on page A-132

PGM 281	BTN	RANGE	DEFAULT
CONF MEMBER MANUAL ADD -- Determines if conf-member manual add will be used; when set to ON, each CONF member can be added using the CONF button, when set to OFF, each CONF member will be added automatically.	1	0: Off 1: On	1: On

RELATED FEATURES

Automatic Speaker Select … see page 6-4

Hold Recall … see page 3-101

Unsupervised Conference … see page 3-53

Broker Call … see page 8-1

Conference Room … see page 3-47

Consultation Conference

A Digital phone user may establish a conference while talking with a party as a screened transfer, which results in a 3-party conference.

OPERATION

Digital Phone

To set up a Consultation Conference:

1. Press the [TRANS] button while talking with an internal or external party.
2. Make a call to another internal or external party.

3. Talking on a second call, press the [CONF] button.
   Then, 3-party conference will be established.

RELATED FEATURES

Multi-Party Voice Conference … see page 3-50

Unsupervised Conference

A Digital phone user may establish a conference with external parties and exit the conference while allowing the external parties to converse privately without supervision from the user.

The system will disconnect the Unsupervised conference if disconnect is detected with only two parties connected or at expiration of the Unsupervised Conference timer. A Disconnect Warning tone is provided fifteen seconds prior to expiration of the timer.

If enabled, either party in an Unsupervised Conference can request the Unsupervised Conference timer be extended. The party enters the Timer Extension feature code and a digit 1 to 9 indicating the Timer extension multiplier; the system will then extend the timer based on the dialed digit multiple of the Timer. For example, if the Unsupervised Conference timer is 5 minutes and the user dials the digit 4, the timer will extend to 20 minutes (4 multiplied by 5 minutes).

CONDITIONS

- The Unsupervised Conference Timer will also apply to an external call placed by a DISA user.
- An Unsupervised conference will be terminated if the system receives a disconnect signal or the Unsupervised Conference Timer expires.
- An Unsupervised Conference will not recall at the user Station.

OPERATION

Digital Phone

To set up an Unsupervised Conference:

1. Establish a conference by the normal procedure.
2. Goes On-Hook then remained External users can communicate without Supervisor.

To set up a Supervised Conference:

1. Establish a conference by the normal procedure.
2. Press the [CONF] button; the button LED will flash to indicate the Supervised Conference activation (once set up, the conference supervisor must re-enter the conference).

To reenter the Supervised Conference:

Press the flashing [CONF] button.

Conf Party To extend the Unsupervised Conference from a connected party:

Dial the Timer extension multiplier (1-9).

ADMIN PROGRAMMING

Station Data

Conference Access (PGM 133 - FLEX 2) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
CONFERENCE ACCESS -- enable Conference call.	2	0: Disable 1: Enable	Enable

CO Line Data

Unsupervised Conference Timer (PGM 166 - FLEX 9) … see details on page A-52

PGM 166	BTN	RANGE	DEFAULT
UNSUP CONF TIMER (Incoming CO) -- when there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after timer expires. The warning tone is heard before the line is disconnected.	9	000-255 (min)	000

Unsupervised Conference Timer (PGM 171 - FLEX 6) … see details on page A-59

PGM 171	BTN	RANGE	DEFAULT
UNSUP CONF TIMER (Outgoing CO) -- when there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after the timer expires. The warning tone is heard before the line is disconnected.	6	000-255 (min)	000

Unsupervised Conference Extend (PGM 171 - FLEX 2) … see details on page A-59

PGM 171	BTN	RANGE	DEFAULT
UNSUP CONF EXTEND -- if this feature is set to ON, Unsupervised Conf Timer can be extended by dialing feature code after warning tone is heard.	2	0: Off 1: On	Off

Numbering Data

Unsupervised Conference Extend Code (PGM 113) … see details on page A-19

BTN	FEATURE (PGM 113)	REMARK
45	Unsupervised Conf Extend	5##

RELATED FEATURES

Multi-Party Voice Conference … see page 3-50

HARDWARE

Digital Phone to establish Unsupervised Conference

Customer Site Name

A Customer Name, up to 24 characters, may be entered into the system database. The name will be displayed on the SMDR and database outputs as well as during Admin. sessions.

OPERATION

System

When a name is assigned, operation of this feature is automatic.

ADMIN PROGRAMMING

System Info

Site Name (PGM 100) … see details on page A-9

PGM 100	BTN	RANGE	REMARK
SITE NAME -- selects Speakerphone mode, Headset mode or Ear Mic Mode.	2	24 characters	-

Data Line Security

Data transmitted over CO lines is subject to distortion and errors if system tones such as Camp-On, Call Wait and Override are applied during transmission. To eliminate such errors, stations that use analog data (modems or Fax) can be assigned to block incoming system tones.

CONDITIONS

- Stations or an Attendant attempting to Camp-On or Override a station with Data Line Security will receive an error tone.
- When Data Line Security is enabled, the system will not apply audio gain to the call.

OPERATION

System

When Data Line Security is assigned, System tones are automatically blocked.

ADMIN PROGRAMMING

Station Data

Data Line Security (PGM 123 - FLEX 6) … see details on page A-27

PGM 123	BTN	RANGE	DEFAULT
DATA SECURITY -- disables override and camp-on tones to the station to avoid occurring error when sending data.	6	0: Off 1: On	Off

Delayed CO / IP Ring

Determines if the CO/IP Ringing will be sent immediately on receipt, or delayed. The delay can be up to 30 system ring cycles, allowing other stations to answer the call.

CONDITIONS

- Delay Ring can be assigned for a station.
- The station will receive immediate ringing, if no delay is entered when programming Ring assignments.
- If stations are assigned for immediate ring, the call will be routed using the incoming CO Alternate programming.
- The delay is applied only when ring service type is ‘Ring-RING’.

OPERATION

System

When assigned, Delay Ring operation is automatic.

ADMIN PROGRAMMING

CO Line Data

CO Station Ring Assignment (PGM 167) … see details on page A-54

PGM 167	BTN	RANGE	DEFAULT
SERVICE TYPE -- If service type is set as 0-2, ring option is applied to ring assigned stations. Otherwise, if service type is set to 3, feature code is activated on incoming call.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
FEATURE CODE -- If Service type is set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	2	Valid Feature Code (refer to PGM 115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	3	00-30	00
100 (0) -- Assigned station and delay value can be displayed. Volume Up/Down key is used to scroll data.	4	-	-
MEMBER ASSIGN -- To change station's ring assign status, enter desired station range. (Max 30 stations can be assigned)	5	Start Station & End Station	-
DELAY -- Enter delay value; if delay is 0, station will start to ring immediately. If delay value is deleted, the station will not ring. Otherwise if delay is 1-9, the station will start to ring after delay time (3 times of delay value).	5-1	0-9	Sta 100 (Port 0):delay 0 Others: not assigned

Delayed Auto Attendant

An incoming CO/IP call can be routed to the VMIB Auto Attendant either immediately upon detection or after a delay time (up to 90 seconds). This allows other stations assigned for immediate ringing the opportunity to be answered before the call is routed to the Auto Attendant.

CONDITIONS

- CO Ring Assignment must be set for service type 'Ring Assign' and the Feature Code Delay Counter (PGM 167) must be enabled including the desired VM announcement.
- When Delayed Auto Attendant Ring is assigned, following expiration of the delay, the call will no longer ring at the assigned stations and will be routed to the VMIB Auto Attendant.
- If no delay is entered, the call will ring to the ring assigned station immediately and delayed auto attendant is not operated.
- To assign a Delayed Attendant ring, at least one station must be assigned for immediate ringing.

OPERATION

System

When assigned, operation of this feature is automatic.

ADMIN PROGRAMMING

CO Line Data

CO Ring Assignment (PGM 167) … see details on page A-54

PGM 167	BTN	RANGE	DEFAULT
SERVICE TYPE -- If service type is set as 0-2, ring option is applied to ring assigned stations. Otherwise, if service type is set to 3, feature code is activated on incoming call.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
FEATURE CODE -- If Service type is set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	2	Valid Feature Code (refer to PGM 115)	-

PGM 167	BTN	RANGE	DEFAULT
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	3	00-30	00
100 (0) -- Assigned station and delay value can be displayed. Volume Up/Down key is used to scroll data.	4	-	-
MEMBER ASSIGN -- To change station's ring assign status, enter desired station range. (Max 30 stations can be assigned)	5	Start Station & End Station	-
DELAY -- Enter delay value; if delay is 0, station will start to ring immediately. If delay value is deleted, the station will not ring. Otherwise if delay is 1-9, the station will start to ring after delay time(3 times of delay value)	5-1	0-9	Sta 100 (Port 0):delay 0 Others: not assigned

Table Data

Announcement Table (PGM 259) … see details on page A-114

PGM 259	BTN	RANGE	DEFAULT
The VMIB slot & Prompt No. to be used for playing the VMIB Announcement No.	1-4	VMIB Slot (00-18) & Prompt No (01-70)	-
CCR Index used for playing the VMIB Announcement No.	5	1-100	-

Diagnostic / Maintenance

The System software incorporates various diagnostic and maintenance routines that may be “called” remotely or locally through the System RS-232 Serial ports, a TCP/IP connection using a Web browser established over IP networks or a PPP connection over ISDN.

Routines that can be accessed include trace functions at the device level, commands for diagnostics and maintenance, and tools for manipulation at the OS level.

An optional Network Management System (NMS) application is available providing remote access to the system for maintenance and diagnostics.

Dial-By-Name

A name, up to 16 characters, may be assigned to each Station and System Speed dial. In addition, each station may be assigned a 16-character name. When assigned, a user may place an intercom call to another station or select a Station or System Speed dial using the name.

The user selects from one of three Dial-by-Name directories and enters characters employing 2 dial pad buttons for each character. The system finds and displays the nearest match to the user entries. The user may continue entering characters or scroll the directory at any point using the [VOL UP]/[VOL DWN] button and select a name to call. The number associated with a selected name is displayed by using the [TRANS] button.

CONDITIONS

- Available characters are A to Z, space, and period; refer to Station Speed Dial for character entry.
- The LCD will display multiple names (one per LCD line up to 16 characters).
- If a user selects a directory with no entries or there is no match to the user entry, an “Empty List” message is displayed and the error tone is provided.
- Dial-by-Name is only available to Digital Phones with a display; other users will receive an error tone if an attempt is made to access Dial-by-Name.
- A user may both scroll and enter characters to search a directory.

OPERATION

Digital Phone

To use Dial by Name on a two-line phone:

1. Press the [SPEED] button twice.
2. Dial the desired directory:
   1 – Station Speed
   2 – System Speed
   3 – Station Name
3. Search the directory using the [VOL UP]/[VOL DOWN] button or by entering characters.
4. Press the [SAVE] button to place the call.

To use Dial by Name on a three-line phone:

1. Press the {DIR} Soft button.
2. Dial the desired directory: 1 – Station Speed 2 – System Speed 3 – Station Name.
3. Search the directory using the [VOL UP]/[VOL DOWN] button or by entering characters.
4. Press the [SAVE] button to place the call.

To program the station user name:

1. Press the [PGM] button.
2. Dial 12 {User Name Program code}.
3. Enter the name (up to 16 characters); refer to Station Speed Dial for character entry.
4. Press [SAVE].

Single Line Phone

To program the station user name:

1. Lift the handset
2. Dial {Name Register Code}.
3. Enter the name (up to 16 characters); refer to Station Speed Dial for character entry.
4. Press the hook-switch, confirmation tone is received.

ADMIN PROGRAMMING

Station Data

Speed Access (PGM 134 - FLEX 1) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
SPEED ACCESS -- gives station speed dial bins access authority.	1	0:Disable 1:Enable	Enable

RELATED FEATURES

Station Speed Dial … see page 3-143

HARDWARE

Digital Phone w/Display

Dial Pulse to Tone Switchover

On a pulse dial CO line, the user can request the system to change the signaling mode from pulse to DTMF, allowing the user to access outside facilities that require DTMF signals such as banking services, voice mail, etc.

CONDITIONS

- In a Speed Dial, the * will automatically insert a pause before dialing the remaining digits.
- This command is only recognized for analog pulse dial CO lines.
- Dial pulse to tone switchover is not available in the Redial features.
- For VoIP calls, pulse dialing is not available; switchover is not required or supported.

OPERATION

To switch from pulse to DTMF while on a pulse CO line:

Dial * (signaling change to DTMF).

ADMIN PROGRAMMING

CO Line Data

CO Dialing Type (PGM 160 - FLEX 10) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF

RELATED FEATURES

Speed Dial … see page 3-142

Dialing Restrictions

Class of Service

Dialing privileges can be assigned for each DN at a Station and CO line (up to 16 privileges). The Class of Service (COS) feature is applied in the following cases:

- When an internal station dials out through a CO line,
- When an external caller tries to make another external call using DISA or DID.

The dialing privileges are the result of the interaction of the Station and CO Class of Service (COS) assignments as shown in the following tables. Users placing an outgoing call or dialing after answering a call will be allowed the dialing privileges assigned.

Station/CO COS	Dialing Restriction
0	Intercom and Emergency number calls are allowed; incoming and transferred calls are allowed.
1	No restrictions are placed on dialing.
2 - 15	Assignments in each toll table are monitored for Allow and Deny numbers.

- Toll Tables – Each Toll Table permits entry of 100 Allow codes and 100 Deny codes. Each code can contain up to 16 digits including digits 0-9.
- Toll Table process – As digits are dialed, they are compared to entries in the appropriate Toll Table. Based on the Allow and Deny entries, the system applies the following rules to allow or deny the call.

Rule 1 – If a table has no entries, no restrictions are applied.

Rule 2 – If there are only Deny entries, restrictions are provided as Deny only.

Rule 3 – If there are only Allow entries, restrictions are provided as Allow only.

Rule 4 – If there are both Allow and Deny entries, the Deny entries are searched. If the dialed number matches a Deny entry, the call is restricted; if no match is found the call is allowed.

CONDITIONS

- There are 16 different COS; Stations and CO Lines can each have a different COS according to the Station grade and CO Line type.
- Toll Exception can be programmed differently according to the Day/Night/Timed Mode.
- If COS is set to 0, the DN can make intercom calls only; CO line access is disabled.
- If COS is set to 1, the DN can make any call (no exception).

OPERATION

System

The assigned COS is applied automatically by the system.

ADMIN PROGRAMMING

Station

Station COS (PGM 137) … see details on page A-39

PGM 137	BTN	RANGE	DEFAULT
DAY COS -- Station's COS in Day mode.	1	00-15	1
NIGHT COS -- Station's COS in Night mode.	2	00-15	1
TIMED COS -- Station's COS in Timed mode.	3	00-15	1

CO/IP

CO COS (PGM 177) … see details on page A-63

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

Incoming CO Group Access, Outgoing CO Group, IC Call Transfer Directly (PGM 179 - FLEX 5) … see details on page A-63

PGM 179	BTN	RANGE	DEFAULT
INCOMING CALL TRANSFER DIRECTLY -- if this feature is set to ON, CO incoming call can be transferred directly without any stations or ATD to transfer the call.	5	0: Off 1: On	Off

CO Line Data

Toll Exception Table (PGM 250) … see details on page A-106

PGM 250	BTN	RANGE	DEFAULT
ALLOW TABLE -- allow digits.	1	Max 16 digits	-
DENY TABLE -- deny digits.	2	Max 16 digits	-
TENANT -- Tenant groups to apply the table entry.	3	1-9 (MBX IP 300) 1-5 (MBX IP 100)	-

RELATED FEATURES

Temporary Station COS/Lock … see page 3-68

Walking COS … see page 3-70

Day/Timed & Night Station COS

CO Line Toll Exception can be applied differently in Day/Night/Timed mode at each Station. The service mode is generally controlled by the Attendant group member, and based on the mode, appropriate dialing privileges are established.

CONDITION

- If COS is set to 0, only intercom calls can be placed; CO line access is disabled.
- If COS is set to 1, there are no restrictions.

OPERATION

System

Dialing restrictions are automatically applied based on COS assignments:

ADMIN PROGRAMMING

Station Data

Station COS (PGM 137) … see details on page A-39

PGM 137	BTN	RANGE	DEFAULT
DAY COS -- Station's COS in Day mode.	1	00-15	1
NIGHT COS -- Station's COS in Night mode.	2	00-15	1
TIMED COS -- Station's COS in Timed mode.	3	00-15	1

Table Data

System Time Table (PGM 253) … see details on page A-110

PGM 253	BTN	RANGE	DEFAULT
TIME ZONE COMMENT-- defines the comment of the Time Table.	1	32 characters	none
SYSTEM TIME ZONE -- defines the Time Zone of the Time Table	2	0-73	0: Sys Time
DAYLIGHT SAVINGS -- defines Daylight Saving Time of Time Table.	3	On/Off	Off
RING MODE -- defines the ring mode of Time Table.	4	0: Day 1: Night 2: Timed	0:Day
AUTO RING MODE -- defines the Auto Ring mode of the Time Table.	5	On/Off	Off

Weekly Time Table (PGM 254) … see details on page A-111

PGM 254	BTN	RANGE	DEFAULT
Monday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	1	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Tuesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	2	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Wednesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	3	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Thursday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	4	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

PGM 254	BTN	RANGE	DEFAULT
Friday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	5	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Saturday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	6	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Sunday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	7	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

Holiday Time Table (PGM 256) … see details on page A-113

PGM 256	BTN	RANGE	DEFAULT
CALENDAR TYPE -- Defines Calendar Type for Holiday Table.	1	Lunar/Gregorian	Gregorian
HOLIDAY DATE -- Defines Holiday Date for Holiday Table.	2	MM/DD	None

Toll Exception Table (PGM 250) … see details on page A-107

PGM 250	BTN	RANGE	DEFAULT
ALLOW TABLE -- allow digits.	1	Max 16 digits	-
DENY TABLE -- deny digits.	2	Max 16 digits	-
TENANT -- Tenant groups to apply the table entry.	3	1-9 (MBX IP 300) 1-5 (MBX IP 100)	-

RELATED FEATURES

Authorization Codes (Password) … see page 3-5
Class of Service … see page 3-63
Temporary Station COS/Lock … see page 3-68
Walking COS … see page 3-70
Auto Service Mode Control … see page 3-10
Day/Night/Timed Ring Mode … see page 7-37

Temporary Station COS / Lock

A User or an Attendant can temporarily change the Station COS preventing unauthorized toll dialing from the station (ex., “locking the station”). When locked, the station will still be allowed to place internal calls and Emergency number calls.

CONDITIONS

- The Station is restored to the Station COS as appropriate for the active service mode (Day, Night, or Timed).

OPERATION

Digital Phone

To activate Temporary COS:

1. Press the [PGM] button.
2. Dial 31, {Temporary COS code}.
3. Dial the applicable Authorization Code.
4. Press the [SAVE] button. To restore the assigned COS:

To restore the assigned COS:

1. Press the [PGM] button.
2. Dial 32 {Restore COS code}.
3. Dial the applicable Authorization Code.
4. Press the [SAVE] button.

Single Line Phone

To activate Temporary COS:

1. Press the hook-switch.
2. Dial the {SLT Programming code}.
3. Dial 31, {Temp COS code}.
4. Dial the applicable Authorization Code.
5. Press the hook-switch.

To restore the assigned COS:

1. Press the hook-switch.
2. Dial the {SLT Programming code}.
3. Dial 32, {Restore COS code).

4. Dial Authorization Code.
5. Press the hook-switch.

System Attendant

To activate Temporary COS:

1. Press the [PGM] button.
2. Dial 031, {Temp COS code}.
3. Enter the Station range.
4. Press the [SAVE] button.

To restore the assigned COS:

1. Press the [PGM] button.
2. Dial 032, {Restore COS code}.
3. Enter the Station range.
4. Press the [SAVE] button.

ADMIN PROGRAMMING

Station

Station COS (PGM 137) … see details on page A-39

PGM 137	BTN	RANGE	DEFAULT
DAY COS -- Station's COS in Day mode.	1	00-15	1
NIGHT COS -- Station's COS in Night mode.	2	00-15	1
TIMED COS -- Station's COS in Timed mode.	3	00-15	1

CO/IP

CO COS (PGM 177) … see details on page A-63

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

System

Toll Exception Table (PGM 250) … see details on page A-107

PGM 250	BTN	RANGE	DEFAULT
ALLOW TABLE -- allow digits.	1	Max 16 digits	-
DENY TABLE -- deny digits.	2	Max 16 digits	-
TENANT -- Tenant groups to apply the table entry.	3	1-9 (MBX IP 300) 1-5 (MBX IP 100)	-

Walking COS

A User may temporarily override Toll Restriction at a Station to make Toll Calls from a normally Toll Restricted station. An Authorization Code is required in order to activate Walking COS.

CONDITIONS

- The Station COS applied for Walking COS is the COS of the station.
- Walking COS applies the temporary COS for only one call; terminating the call returns the station to the assigned Station COS. The user may reactivate Walking COS to place another call or press the Flash key (instead of hook-switch) at the end of previous call to maintain Walking COS.

OPERATION

Digital Phone

To activate Walking COS:

1. Press the [PGM] button.
2. Dial 33, {Walking COS code}.
3. Enter the Station number.
4. Dial the Station Authorization code (password).
5. Dial * (end mark).
6. Place a call in the normal manner.

Single Line Phone

To activate Walking COS:

1. Dial the {SLT Programming code}.
2. Dial ‘33’, the Walking COS code.
3. Enter the Station number.

4. Dial the Station Authorization code (password).
5. Dial * (end mark).
6. Place call as normal.

ADMIN PROGRAMMING

Station

Station COS (PGM 137) … see details on page A-39

PGM 137	BTN	RANGE	DEFAULT
DAY COS -- Station's COS in Day mode.	1	00-15	1
NIGHT COS -- Station's COS in Night mode.	2	00-15	1
TIMED COS -- Station's COS in Timed mode.	3	00-15	1

CO/IP

CO COS (PGM 177) … see details on page A-63

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

System

Toll Exception Table (PGM 250) … see details on page A-107

PGM 250	BTN	RANGE	DEFAULT
ALLOW TABLE -- allow digits.	1	Max 16 digits	-
DENY TABLE -- deny digits.	2	Max 16 digits	-
TENANT -- Tenant groups to apply the table entry.	3	1-9 (MBX IP 300) 1-5 (MBX IP 100)	-

RELATED FEATURES

Class of Service … see page 3-63

Auto Service Mode Control … see page 3-10

Day/Night/Timed Ring Mode … see page 7-37

Authorization Codes (Password) … see page 3-5

Differential Ring

Differential Ring provides one of 4 different audible Ring signals to be assigned to a Digital Phone, allowing users to determine which phone is ringing and the type of call (Intercom or CO/IP). When the phone receives an incoming call, the designated ring signal is provided over the speaker. Different selections are assigned for Intercom and CO/IP calls.

CONDITIONS

- Each DN and CO line can be set to have one of 9 digit conversion Tables.
- There are 300 entries for each digit conversion table.
- The Digit Conversion Table allows up to 16 digits to be programmed as 'dialed digit' and 'converted digit'.
- The following features have higher priority over digit conversion;
- AND (Automatic Network Dialing)
- Automatic CO seize
- In Call log, dialed digit is displayed on the station's LCD.

OPERATION

Digital Phone

To select the desired ring tone:

1. Press the [PGM] button.
2. Dial 2 (Ring Selection).
3. Dial 1 (Intercom) or 2 (CO/IP) ring.
4. Dial 1 (Ring Source).
5. Dial Ring Tone selection – 1-4: Digit Phone 1-8: IP Phone
6. Ring Tone is presented.
7. Press the [SAVE] button.

ADMIN PROGRAMMING

Station

Differential Ring (PGM 124 - FLEX 3-4) … see details on page A-28

PGM 124	BTN	RANGE	DEFAULT
ICM DIFF RING ID -- set the intercom differential ring ID – usually 1-4 is valid.	3	000-254	On
CO DIFF RING ID -- set the CO line differential ring ID – usually 1-4 is valid.	4	000-254	Off

Digit Conversion

When a User dials digits, the dialed digits are converted according to the Digit Conversion Table before the Numbering Plan is checked. Digit conversion is performed on outside incoming CO calls, in addition to converting User dialed digits.

CONDITIONS

- Time Zone for Digit Conversion - The pressed digits can be converted into a different digit stream according to the time zone: Always, Day/Night/Timed zone, and LCR Day/Time zone. There can be up to 9 conversion matrices in the LCR Day/Time zone, while 3 conversion rules are possible in the Day/Night/Timed zone. Digit conversion is performed only when there is a conversion rule that applies based on the specific time the digits are pressed.
- Dummy CO Dial Tone - The CO line is seized following digit conversion Therefore, it is impossible to receive a CO dial tone when digit conversion is programmed. To remove any inconveniences of users, the system can be configured to provide a dummy CO dial tone after one of the dialed digits is pressed.
- Digit information Display Before or After Conversion - Each Station can be programmed to display either the dialed digits or the digits after conversion. SMDR also can print either dialed digits or the digits after conversion.

CONDITIONS

- Each DN and CO line can be set to have one of 9 digit conversion Tables.
- There are 300 entries for each digit conversion table.
- The Digit Conversion Table allows up to 16 digits to be programmed as 'dialed digit' and 'converted digit'.

- The following features have higher priority over digit conversion:
  AND (Automatic Network Dialing)
  Automatic CO Seize
- In Call log, dialed digit is displayed on the station's LCD.
- The Digit Conversion Table can be applied by Apply Option (All/Station/CO Line/Disable)

OPERATION

Digit Conversion is applied automatically according to ADM programming.

ADMIN PROGRAMMING

Station Data

Digit Conversion Table Index (PGM 131 - FLEX 3) page A-107

PGM 131	BTN	RANGE	DEFAULT
DIGIT CONVERSION TBL -- specify Digit conversion table for station.	3	1-9	1

CO Data

Digit Conversion Table Index (PGM 160 - FLEX 6) page A-107

PGM 160	BTN	RANGE	DEFAULT
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2

Table Data

Digit Conversion Table (PGM 251, PGM 252) page A-107

PGM 251	BTN	RANGE	DEFAULT
APPLY T-TYPE -- The Apply time type to be applied when the dialed digit is dialed.	1	0:Unconditional 1:Follow DNT 2: Follow LCR	Unconditional
DIALED DIGITS -- The dialed digits.	2	Max 16 digits	-
UNCOND CHANGED -- The CO Group Access Code and digits to be sent to PX when the dialed digit is pressed if Apply time type is 'unconditional'.	3	Max 16 digits	-

PGM 251	BTN	RANGE	DEFAULT
DAY CHANGED -- The CO Group Access Code and digits to be sent to PX in Day when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	4	Max 16 digits	-
NIGHT CHANGED -- The CO Group Access Code and digits to be sent to PX in Night when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'	5	Max 16 digits	-
TIMED CHANGED -- The CO Group Access Code and digits to be sent to PX in Timed when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	6	Max 16 digits	-
D1/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	7	Max 16 digits	-
D1/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	8	Max 16 digits	-
D1/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	9	Max 16 digits	-
D2/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	10	Max 16 digits	-
D2/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	11	Max 16 digits	-
D2/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	12	Max 16 digits	-
D3/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	13	Max 16 digits	-
D3/T2 CHANGED -- The digits to be dialed in 'Day 3/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	14	Max 16 digits	-
D3/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	15	Max 16 digits	-
DNT TIME INDEX -- Day/Night/Timed Time Table Index.	16	1-9, none	none

PGM 251	BTN	RANGE	DEFAULT
LCR TIME INDEX -- LCR Time Table Index.	17	1-9, none	none
NAME -- When DID destination starts to ring, the name is displayed on the ringing station's LCD.	18	Max 16 digits	-
APPLY OPTION -- The Apply Option can be applied according to the caller.	19	0:All 1:Station 2:CO Line 3:Diable	0:All

PGM 252	BTN	RANGE	DEFAULT
DISPLAY CONV. DIGIT -- If it is set to ON, the station LCD is updated to the dialed digits when alerting message is received from the PX after dialing.	1	On/Off	Off
PRINT CONV. DIGIT -- If it is set to ON, the dialed digits are printed to the SMDR.	2	On/Off	Off

Do Not Disturb (DND)

A Station enabled with the Do Not Disturb (DND) feature, can be placed in DND to block incoming ringing for CO/IP and Intercom calls, transfers, and paging announcements.

CONDITIONS

- A station will receive an error tone if unable to access DND.
- If DND is enabled, pressing the [DND] button while ringing will activate One-Time DND.
- An Attendant may cancel DND for Stations on the System.
- DND service is available for use by Attendants.
- Recalls for CO/IP calls will override the DND feature.
- A station in DND is out-of-service for all incoming calls including Station Group calls.
- A station in DND is ignores calls forwarded to the station; if the last station in a Call Forward chain is in DND, the call will ring at the previous Station in the chain.
- When calling a Station in DND, the Digital Phone display will indicate the DND status.

OPERATION

Digital Phone

To activate DND for a P-DN (Prime Directory Number):

Press the [DND] button; the [DND] button LED illuminates.

To remove DND for a P-DN (Prime Directory Number):

Press the [DND] button; the [DND] button LED extinguishes.

To activate DND for a S-DN (Sub Directory Number):

1. Press {S-DN} button.
2. Dial the {DND Feature Code}; the {S-DN} button LED illuminates.

To remove DND for a S-DN (Sub Directory Number):

1. Press {S-Line} button.
2. Dial the {DND Feature Code}; the {S-DN} button LED extinguishes.

Single Line Phone

To activate DND:

Dial the {DND feature code}; a confirmation tone is received.

To remove DND:

Dial the {DND feature code}; a confirmation tone is received.

ADMIN PROGRAMMING

Station Data

DND Access (PGM 132 - FLEX 4) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
DND ACCESS -- enables DND to be activated by the station.	4	0:Disable 1:Enable	Enable

System Data

LED Color/Flash (PGM 234) … see details on page A-98 to A-100

Door Open

The hardware is equipped with a relay that activates an External Control Contact. The contact can be assigned to one of several functions including a Door Open Contact; the contact is connected to a door-lock release mechanism. When a Station receives the Door Bell signal, the Station User may dial the Door Open code to activate the contact.

CONDITIONS

- One relay contact is available.
- The contacts are rated at 1 amp, 24 VDC.

OPERATION

Digital Phone

To assign a {DOOR OPEN} button:

[PGM] + {FLEX} + Button Feature Type (1) + {Door Open Feature Code} + [SAVE]

To activate the relay contact:

1. Lift handset or press [SPEAKER] button.
2. Dial the {Door Open code}.
3. Hang-up to return the phone to idle.

OR

1. Lift the handset or press [SPEAKER].
2. Press the programmed {DOOR OPEN} button.
3. Hang-up to return the phone to idle.

ADMIN PROGRAMMING

Station Data

Door Open Access (PGM 121 - FLEX 13) … see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
DOOR OPEN -- enable to use door open feature.	13	0:Disable 1:Enable	Disable

System

External Contact Control (PGM 228) … see details on page A-90

Door Open Timer (PGM 222 - FLEX 1) … see details on page A-87

PGM 222	BTN	RANGE	DEFAULT
DOOR OPEN TMR -- Sets the minimum contact closure time required to activate the contact assigned as a door open contact.	1	05-99 (100 msec)	20

Numbering Data

Door Open Code (PGM 113) … see details on page A-21

BTN	FEATURE (113)	REMARK
82	Door Open	#*1

RELATED FEATURES

Loud Bell Control (LBC) … see page 3-115

Door Phone

An intercom box can be connected to the System and located in a convenient place at your facility for receiving page announcements and intercom calls. Additionally, the intercom box can signal assigned Stations using the Auto Dial feature in the System.

CONDITIONS

- An Intercom box can be a member of the Page Zone group.
- To receive Intercom box calls, set the Auto Dial Digit and Pause timers (PGM 138).
- An Intercom box can be answered automatically using Hands free mode when in ICM Answer Mode (PGM124)
- The new Intercom box (LDP-DPB) has the [CALL] button.

OPERATION

To call an intercom box, perform the following Steps:

1. Lift the handset or press the [MON] button.
2. Dial the Station number of intercom box, or press the programmed flexible button for the Intercom box.
3. After answering the call from the Intercom box, announce the call.

To place a call from an intercom box:

Press the [CALL] button and assigned station will ring.

ADMIN PROGRAMMING

System

Station Auto Dial Attribute (PGM 138 - FLEX 1-2) … see details on page A-40

PGM 138	BTN	RANGE	DEFAULT
AUTO DIAL DGT -- Digits will be dialed automatically.	1	Max 16 digits	-
AUTO DIAL PAUSE TIME -- Auto dial pause time.	2	00-30	0

ICM Answer Mode (PGM 123 - FLEX 5) … see details on page A-27

PGM 123	BTN	RANGE	DEFAULT
ICM ANSWER MODE -- selects Handsfree, Privacy or Tone ring ICM Signaling mode.	5	1: Handsfree 2: Tone 3: Privacy	Tone

RELATED FEATURES

Door Open … see page 3-78

Emergency Call

Regardless of Station dialing restrictions (COS), the user may dial assigned Emergency numbers as needed.

CONDITIONS

- The CO Line Group Access Code and digits to be dialed should be assigned to the emergency changed digit.
- If the dialed number for the Emergency code is the same as the Numbering code including station in the system, the Emergency code has the preference.
- Assigning emergency code, the emergency code with same dialed digit previous assigned cannot be as assigned.
- In emergency code table, the field - tenant may be leaved empty. This emergency code with empty tenant will be adapted to all stations of all tenants.

OPERATION

System

The system will automatically override any toll restrictions and process an assigned Emergency number call.

To dial an Emergency Call at the station:

1. Lift handset or press [SPEAKER] button.
2. Dial the {Emergency Code} (ex., 911) without accessing CO Line.

ADMIN PROGRAMMING

Table Data

Emergency Code Table (PGM 258) … see details on page A-114

PGM 258	BTN	RANGE	DEFAULT
DIALED DIGIT -- The dialed digits from user.	1	Max 16 digits	-
CHANGED DIGIT -- CO Group Access Code and digits to be sent to PX when user dials the dialed digit.	2	Max 16 digits	-
TENANT NO -- The tenant number to be applied when user dials emergency code. If this field be left empty, this entry will be adapted to all tenants.	3	Empty, 1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

Executive/Secretary by DN (Directory Number)

Executive/Secretary feature can be achieved by utilizing the DN (Directory Number) feature of the system (refer to DN).

For example, when a DN is set as MADN, calls for an Executive can be routed to that DN. The DN can be programmed on a flex button at the Executive station with a "no ring" option. At the Secretary station, the DN is stored on a flex button with an "immediate ring" option. In this case, the calls for the executive will ring the Secretary's station immediately. When the secretary answers the call, the call can be put on Hold. The secretary will be able to inform the executive that there's a held call on a button (requiring an additional button programmed for hands-free access to the Executive DN). When the secretary presses the button, it would be possible to tell the executive to answer the held call.

The Executive's DN button may have a "delayed ring" option instead of "no ring" option, the executive will hear the ring signal after programmed delay. Since two stations (executive and secretary) ring after delay time, either Executive or Secretary can receive the call. This setting helps when the Secretary is not at their desk temporarily.

CONDITIONS

- An Executive may have multiple Secretaries and a Secretary may have multiple Executives; each is considered a separate Executive/Secretary pair.
- If the Secretary is busy when a call is received for the Executive, the caller will receive a busy tone.
- If an Executive has multiple Secretaries, calls will automatically route to the Executive's first idle Secretary.
- The Executive may use Call Forward to send calls to stations other than the Secretary.

OPERATION

To program Executive/Secretary Forward:

1. Assign a DN as MADN to be used as Executive's Secretary for calls.
2. Register a DN flex button at the Secretary Station and Executive Station.
3. Set the DN flex button Ring option as 'No Ring' or 'Delayed Ring' at the Executive Station.
4. Enable the 'Forced Hands free Access' option at the Executive and Secretary Stations.
5. Assign the Executive station flex button as telephone number {Forced Hands free code} + {Secretary Station number} for use when Executive intercom calls the Secretary.

6. Assign Secretary station flex button as Telephone number {Forced Hands free code} + {Executive station number} to use when Secretary Intercom calls the Executive.

ADMIN PROGRAMMING

Numbering Plan

Forced Handsfree Code (PGM 113) … see page A-20

FEATURE (PGM 113)	BTN	REMARK
Forced Handsfree Call	59	537

Station

Station Number Type (PGM 130 - FLEX 1) … see details on page A-32

Flex Button Assign (PGM 126) … see details on page A-30

DN Button Ring Option (PGM 126 - FLEX 2) … see details on page A-31

Forced Handsfree Access (PGM 132 - FLEX 1) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
FORCED HANDFREE ACCESS -- when placing an intercom call, a user can change the ICM signaling mode, Tone Ring to Hands free answer mode or Hands free answer to Tone Ring mode.	1	0: Disable 1: Enable	Disable

Executive/Secretary by Exec/Sec Assignment

Phones can be assigned as Executive/Secretary groups. By activating DND, the Executive also activates Unconditional Call Forward to the Secretary, which will forward Executive calls to the Secretary. With the "CO Call to Secretary" option enabled, all CO calls to the Executive forward to the Secretary regardless of the Executive's station status. In addition, if the Secretary is in DND (or, all Secretaries are DND), Executive calls sent to the Secretary route back to the Executive if the "Call Exec If First Sec in DND" or "Call Exec if All Sec in DND" option is enabled.

Each Executive access privilege can be assigned. If executive access is enabled, the call is routed to the executive directly.

If the "ICM Call to Secretary" option is enabled, all internal calls to the Executive (except for calls from the executive having executive access privilege) forward to the Secretary regardless of the Executive's station status.

Callers to an Executive can leave a Message Wait indication. The message waiting indication is given to the Executive or the first Secretary station assigned as the message wait destination.

CONDITIONS

- An Executive can have up to 3 Secretaries.
- If the Secretary is busy when a call is received for the Executive, the caller will receive busy tone.
- If an Executive has multiple Secretaries, a Secretary can be selected by 'Secretary Choice' option. There are three options, 1) First Idle 2) Longest Idle.
- An Executive cannot be a Secretary to another Executive. And a Secretary cannot be an Executive to another Secretary.
- The Executive may use Call Forward to send calls to stations other than the Secretary.
- Message wait station can be the Executive or the first Secretary
- A Secretary can call his executive.
- If a Secretary (Station B) assigns unconditional call forward to another station (Station C), the forward destination station can make a call to the Executive (Station A).
- When calls are forwarded to subsequent stations (ex., Station C assigns call forward to Station D, E, or F), Executive Call Service is not supported.

OPERATION

MBX IP Phone

To activate/deactivate Executive/Secretary forward from the Executive Phone

Press the [DND] button to toggle Executive/Secretary Forward.

ADMIN PROGRAMMING

Station

DND Access (PGM 132 - FLEX 4) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
DND ACCESS -- enables DND to be activated by the station.	4	0: Disable 1: Enable	Enable

Station Group

Executive/Secretary Assign (PGM 241) … see details on page A-104

PGM 241	BTN	RANGE	DEFAULT
EXECUTIVE NUMBER -- Assigns Executive station.	1	-	-
SECRETARY ASSIGN -- Assigns Secretary stations; enter secretary station range, or press FLEX 1-3 and enter station number to assign.	2	FLEX 1-3	-
ICM CALL TO EXEC -- Determines call forwarding when Executive/Secretary is in use. SECRETARY: all internal calls to the Exec. Station (except for calls from executives having executive access privilege) are routed to the Secretary station regardless of the Executive station status. SEC IF EXEC IN DND: internal calls are routed to secretary when executive is in 'DND'.	3	0:Secretary 1:Secretary if Executive in DND	0:Secretary
CO CALL TO EXEC -- Determines call forwarding when Executive/Secretary is in use. SECRETARY: all incoming CO calls to the Exec. Station are routed to the Secretary station regardless of the Executive status. SEC IF ECEC DND: incoming CO calls are routed to secretary when executive is in 'DND'.	4	0:Secretary 1:Secretary if Executive in DND	0:Secretary
CALL EXECUTIVE -- This option is to directly route calls to the Executive station. OFF: executive calls are routed to secretary. FIRST SEC. DND: the executive receives call when first secretary is in 'DND'. ALL SEC. DND: the executive receives call when all secretaries in 'DND'.	5	0-2	0
SECRETARY CHOICE -- Determines order in which secretary stations will receive calls (First Idle/Longest Idle).	6	0-1	0
MSG WAIT STATION -- Determines if message wait indication is left at Executive Station or Secretary. EXECUTIVE: message left at Executive station. FIRST SEC: message is left at the first secretary.	7	0:Executive 1:First Secretary	0

Executive/ Executive Access (PGM 242) … see details on page A-105

HARDWARE

Digital Phone

External Auto Attendant / Voice Mail

AA / VM Group

The system provides support for an adjunct Auto Attendant/Voice Mail system via connection to SLT ports. When a call arrives for the External AA/VM Group, the system will search the group for an idle port and deliver the call.

Signaling information between the system and AA/VM system may be assigned for in-band DTMF signaling or the Simplified Message Desk Interface (SMDI) signaling protocol over the assigned system RS-232 port.

CONDITIONS

- Selection of SMDI or in-band signaling can be selected in Admin Programming (refer to Admin Programming Manual).
- Only one AA/VM Group can be defined in the system; multiple definitions may cause erroneous system operation.
- SLT connected to SLIM cannot be assigned as member of VM Group.

OPERATION

System

The system will interface with the External AA/VM based on database assignments.

ADMIN PROGRAMMING

Station Groups

VM Group Assignment (PGM 200) … see details on page A-67

PGM 200	BTN	RANGE	DEFAULT
GROUP TYPE -- this entry defines the type of station group.	1	0:Not Assign 1: Terminal 2: Circular 3: Ring 4: Longest Idle 5: Voice Mail	Not Assign
GROUP NAME -- this entry defines the name of a group.	2	Max 16 chars	-
TENANT NO -- this entry assigns a tenant of a station group.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE IDX -- Time Table index,	4	1-9	1
PICKUP OPTION -- stations can pickup group calls ringing at other stations in the group.	5	0: Disable 1: All Call 2: Intercom 3: External	Disable
MEMBER ASSIGN -- this entry assigns stations as members of a station group.	6	-	-

VM Group Attribute (PGM 203) … see details on page A-72

PGM 203	BTN	RANGE	DEFAULT
VM PUT MAIL INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Put Mail" dial code.	1	1-9	1
VM GET MAIL INDEX --For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Get Mail" dial code.	2	1-9	2
VM BUSY INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Busy" dial code.	3	1-9	3
VM NO ANSWER INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "No answer" dial code.	4	1-9	4
VM DISCONNECT -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Disconnect" dial code.	5	1-9	9

PGM 203	BTN	RANGE	DEFAULT
SMDI TYPE -- This entry defines SMDI Type.	6	0: Type 1 1: Type 2	Type 1
SMDI CLI INFO -- This entry defines SMDI CLI Information. If this is enable, system sends SMDI with CLI.	7	0: Off 1: On	Off

Voice Mail Dialing Table (PGM 269) … see details on page A-119

PGM 269	BTN	RANGE	DEFAULT
VOICE MAIL 1 -- Put Mail code sent when the voice mail is to receive call to record a message.	1	0: Prefix 1: Suffix Any digits	P#
VOICE MAIL 2 -- Get Mail code sent when the voice mail is to playback recorded messages.	2	0: Prefix 1: Suffix Any digits	P##
VOICE MAIL 3 -- Busy Mail code sent when the voice mail is to receive a call while the user is busy.	3	0: Prefix 1: Suffix Any digits	P#*3P
VOICE MAIL 4 -- DND Mail code sent when the voice mail is to receive a call while the user is in DND.	4	0: Prefix 1: Suffix Any digits	P#*4P
VOICE MAIL 5 -- No Answer Mail code sent when the voice mail is to receive a call when the user did not answer.	5	0: Prefix 1: Suffix Any digits	P#*5P
VOICE MAIL 6 -- Error Mail code sent when the voice mail is to receive a call when a dialing error exists.	6	0: Prefix 1: Suffix Any digits	P#*6P
VOICE MAIL 7 --	7	0: Prefix 1: Suffix Any digits	-
VOICE MAIL 8 --	8	0: Prefix 1: Suffix Any digits	-
VOICE MAIL 9 -- Disconnect Mail code sent when the voice mail is to disconnect a call.	9	0: Prefix 1: Suffix Any digits	*****

RELATED FEATURES

In-band (DTMF) Signaling … page 3-89

SMDI (Simplified Msg Desk Interface) … page 3-92

HARDWARE

External AA/VM system

In-band (DTMF) Signaling

The system may employ in-band signaling to communicate with an External AA/VM system. When a call is routed to the AA/VM SLT port, the system will send DTMF signals informing the AA/VM of the characteristics of the call. DTMF digit strings are assigned to various functions allowing the AA/VM to respond appropriately to the call. These definitions are entered in the "Voice Mail Dialing Table."

CONDITIONS

- Selection of SMDI or in-band signaling can be selected in Admin. Programming.
- Only one AA/VM Group can be defined in the system; multiple definitions may cause erroneous system operation.

OPERATION

System

The system will interface with the External AA/VM based on database assignments:

ADMIN PROGRAMMING

Station Groups

VM Group Assignment (PGM 200) … see details on page A-67

PGM 200	BTN	RANGE	DEFAULT
GROUP TYPE -- this entry defines the type of station group.	1	0:Not Assign 1: Terminal 2: Circular 3: Ring 4: Longest Idle 5: Voice Mail	Not Assign
GROUP NAME -- this entry defines the name of a group.	2	Max 16 chars	-

PGM 200	BTN	RANGE	DEFAULT
TENANT NO -- this entry assigns a tenant of a station group.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE IDX -- Time Table index,	4	1-9	1
PICKUP OPTION -- stations can pickup group calls ringing at other stations in the group.	5	0: Disable 1: All Call 2: Intercom 3: External	Disable
MEMBER ASSIGN -- this entry assigns stations as members of a station group.	6	-	-

VM Group Attribute Assignment (PGM 203) … see details on page A-72

PGM 203	BTN	RANGE	DEFAULT
VM PUT MAIL INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Put Mail" dial code.	1	1-9	1
VM GET MAIL INDEX --For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Get Mail" dial code.	2	1-9	2
VM BUSY INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Busy" dial code.	3	1-9	3
VM NO ANSWER INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "No answer" dial code.	4	1-9	4
VM DISCONNECT -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Disconnect" dial code.	5	1-9	9
SMDI TYPE -- This entry defines SMDI Type.	6	0: Type 1 1: Type 2	Type 1
SMDI CLI INFO -- This entry defines SMDI CLI Information. If this is enable, system sends SMDI with CLI.	7	0: Off 1: On	Off

Table

Voice Mail Dialing Table (PGM 269) … see details on page A-119

PGM 269	BTN	RANGE	DEFAULT
VOICE MAIL 1 -- Put Mail code sent when the voice mail is to receive call to record a message.	1	0: Prefix 1: Suffix Any digits	P#
VOICE MAIL 2 -- Get Mail code sent when the voice mail is to playback recorded messages.	2	0: Prefix 1: Suffix Any digits	P##
VOICE MAIL 3 -- Busy Mail code sent when the voice mail is to receive a call while the user is busy.	3	0: Prefix 1: Suffix Any digits	P#*3P
VOICE MAIL 4 -- DND Mail code sent when the voice mail is to receive a call while the user is in DND.	4	0: Prefix 1: Suffix Any digits	P#*4P
VOICE MAIL 5 -- No Answer Mail code sent when the voice mail is to receive a call when the user did not answer.	5	0: Prefix 1: Suffix Any digits	P#*5P
VOICE MAIL 6 -- Error Mail code sent when the voice mail is to receive a call when a dialing error exists.	6	0: Prefix 1: Suffix Any digits	P#*6P
VOICE MAIL 7 --	7	0: Prefix 1: Suffix Any digits	-
VOICE MAIL 8 --	8	0: Prefix 1: Suffix Any digits	-
VOICE MAIL 9 -- Disconnect Mail code sent when the voice mail is to disconnect a call.	9	0: Prefix 1: Suffix Any digits	*****

System

Voice Mail Interface Select (PGM 223 - FLEX 3) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
VM SMDI ENABLE -- If it is set to "ON, system interfaces SMDI protocol with external Voice Mail, If 'OFF', system interfaces In-band message with external Voice Mail.	3	0: Off 1: On	0: Off

RELATED FEATURES

AA/VM Group SMDI (Simplified Msg Desk Interface) … see details on page 3-86

HARDWARE

External AA/VM system

SMDI (Simplified Msg Desk Interface)

The system may employ SMDI protocol to communicate with an adjunct AA/VM system. When a call is routed to an AA/VM SLT port, the system will send SMDI messages over the assigned SMDI RS-232 port, informing the AA/VM of the characteristics of the call.

SMDI Protocol - There are three types of SMDI messages (listed below). Within each message is an "Action Code", which defines the function or required action of the AA/VM system. Fields within the messages also define the called/calling station and station status. The various message types and definition of the fields are shown in the chart below.

- Type I message: cr lf MD ggg mmmm a xxxxxxxxx sp yyyyyyyyy sp cr lf^Y
- Type II message: cr lf MD ggg mmmm a xxxxxxxxx sp sp cr lf^Y
- Type III message: cr lf MD ggg mmmm a sp yyyyyyyyy sp cr lf^Y

Message Field Definitions

Field	Description	Values
cr	Carriage Return	--
lf	Line Feed	--
MD	Message Desk	--
ggg	Message Desk Number, AA/VN system	Default=001
Mmm	Message Desk terminal	Range=0001-9999 VM port
A	Action Code	--
xxx…x	Called Station Number or Station Calling the VM Group	--
yy…y	Calling Station Number	--
Sp	ASCII Space Character	--
^Y	End of SMDI Message	Control + Y (0x19)

The following table provides detailed information on the meaning and function of the various SMDI messages used.

SMDI Messages

Action Code	Reason	Purpose	In-band Code	Message Type	SMDI Message MD 001 0001
A	Unconditional forward to VM	Put Mail	P#	II	A xxxxx yyyyy
B	Called Station busy	Busy Mail	P#3P	II	B xxxxx yyyyy
C	Disconnect, connected party	Disconnect	*****	II	C xxxxx yyyyy
D	Direct Fwd to VM group	Get Mail	P##	II	D xxxxx yyyyy
E	Error, invalid number	Error	P#*5P	II	E xxxxx yyyyy
H	Two-way Record	Record	None	II	H xxxxx yyyyy
I	DND	DND	P#*6P	II	I xxxxx yyyyy
N	No Answer	No Answer	P#*4P	II	N xxxxx yyyyy
R	Direct CO/IP ring to VM group	AA	None	III	R xxxxx yyyyy

CONDITIONS

- Selection of SMDI or in-band signaling can be modified using Admin. Programming (refer to Admin. Programming Manual).
- Only one AA/VM Group can be defined in the system; multiple definitions may cause erroneous system operation.
- The calling number will display with SMDI CLI INFO attribute (PGM203 - FLEX 7).

OPERATION

System

The system will interface with the External AA/VM based on database assignments:

ADMIN PROGRAMMING

Station Groups

VM Group Assignment (PGM 200) … see details on page A-67

PGM 200	BTN	RANGE	DEFAULT
GROUP TYPE -- this entry defines the type of station group.	1	0:Not Assign 1: Terminal 2: Circular 3: Ring 4: Longest Idle 5: Voice Mail	Not Assign
GROUP NAME -- this entry defines the name of a group.	2	Max 16 chars	-
TENANT NO -- this entry assigns a tenant of a station group.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE IDX -- Time Table index,	4	1-9	1
PICKUP OPTION -- stations can pickup group calls ringing at other stations in the group.	5	0: Disable 1: All Call 2: Intercom 3: External	Disable
MEMBER ASSIGN -- this entry assigns stations as members of a station group.	6	-	-

VM Group Attribute Assignment (PGM 203) … see details on page A-72

PGM 203	BTN	RANGE	DEFAULT
VM PUT MAIL INDEX -- for external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Put Mail" dial code.	1	1-9	1
VM GET MAIL INDEX -- for external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Get Mail" dial code.	2	1-9	2
VM BUSY INDEX -- for external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Busy" dial code.	3	1-9	3
VM NO ANSWER INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "No answer" dial code.	4	1-9	4
VM DISCONNECT -- for external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Disconnect" dial code.	5	1-9	9
SMDI TYPE -- this entry defines SMDI Type.	6	0: Type 1 1: Type 2	Type 1
SMDI CLI INFO -- this entry defines SMDI CLI Information. If this is enable, system sends SMDI with CLI.	7	0: Off 1: On	Off

System

Voice Mail Interface Select (PGM 223 - FLEX 3) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
VM SMDI ENABLE -- if it is set to "ON, system interfaces SMDI protocol with external Voice Mail, If 'OFF', system interfaces In-band message with external Voice Mail.	3	0: Off 1: On	0: Off

RELATED FEATURES

AA/VM Group … see page 3-86

In-band (DTMF) Signaling … see page 3-89

VMIB Integrated Auto Attd/Voice Mail … see page 3-254

HARDWARE

External AA/VM system

Flexible Numbering Plan

User access to System resources and features is accomplished using Feature codes or Flexible buttons. The Administrator can select from one of seven different standard Numbering Plans, and if desired, can assign codes for individual functions in the Flexible Numbering Plan. The feature codes are defined in the System's Flexible Numbering Plan (refer to Appendix B).

CONDITIONS

- The System can support up to 8-digit numbering for Station numbers or Feature codes.
- To assign a Numbering Plan code, it should be matched (type) with a Prefix Numbering Plan consisting of a prefix and additional digits.
- The selected Prefix Numbering Plan cannot conflict (ex., if a prefix consists of 1 digit and 4 additional digits, then there cannot be another prefix of 10 digits with 4 additional digits.
- The additional digits of a Prefix Numbering Plan cannot be more than 4.
- When a Prefix Numbering Plan consists of more than 4 digits, the preceding digits of the prefix code are placed at more than 4 digits from end digit (called Master Prefix Digits, can be up to 3 in the MBX IP-100 system and 5 in MBX IP-300 system).
- When a conflicting Prefix is identified, the existing non-conflicting Numbering Plan is used until correctly updated.
- If Numbering Plan type 7 is selected, all numbering codes are deleted; the first user should assign the Prefix Numbering plan. After configuring the prefix, the user can assign Station Number, CO Group Access Code, Extra Numbering and Feature code (for use when user wants to reconfigure all numbering codes).

OPERATION

System

The System implements Feature activation based on the selected Flexible Numbering Plan.

ADMIN PROGRAMMING

Numbering Plan

Numbering Plan (PGM 110) … see details on page A-16

Prefix Numbering Plan (PGM 111) … see details on page A-17

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + more digit can be 8 at max.
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

Flexible Station Number (PGM 112) … see details on page A-17

PGM 112	BTN	RANGE	REMARK
STATION NUMBER (edit by range)	1	Start station number & End station number	Delete all station numbers and update entered station number range only.
SINGLE STATION NUMBER (edit)	2	One station number	Bin 001-324 (MBX IP 300), bin 001-128 (MBX IP 100): 1 number per one station port (My-DNs for each stations). Bin 325-648 (MBX IP 300), bin 129-256 (MBX IP 100): Free station numbers for MADN type or extra SADN type numbers (Sub-DNs).

Feature Numbering Plan (PGM 113) … see details on page A-18

CO Group Access Code (PGM 114) … see details on page A-22

PGM 114	BTN	RANGE	REMARK
CO GRP ACCESS CODE (Edit By Range)	1	Start CO Grp Access Code & End CO Grp Access Code	-
CO GRP ACCESS CODE (Edit)	2	CO Grp Access Code	-

Station Group Number (PGM 115) … see details on page A-22

PGM 115	BTN	RANGE	REMARK
STATION GROUP RANGE (Edit by Range)	1	Start Station Group Number & End Station Group Number	-
STATION GROUP NUMBER (Edit)	2	Station Group Number	-

Green Power Save

The system can disable the power of a Digital Phone or SLT (Single Line Telephone) installed in the DTIB/SLIB/DSIU at night or during holiday mode. The power On/Off can be controlled by Web Admin manually or automatically according to the assigned power On/Off time.

CONDITIONS

- SLT (Single Line Telephone) is supported on DSIU, while Digital Phone is not supported.
- If phone power is disabled, calls cannot be placed and received.
- In the event of system reset, power is enabled.

OPERATION

System -- Operation of this feature is either automatic (when programmed) or by Web Admin.

ADMIN PROGRAMMING

System

Green Power Save Time … use *Web Admin*

Green Power Save Enable … use *Web Admin*

Headset Compatibility

An industry standard headset can be connected to a Digital Phone in place of or in addition to the handset. The Station must be set for Headset operation.

In Headset mode, pressing the [SPEAKER] button will send audio to the Headset instead of the speakerphone. Additionally when in the Headset mode, ring signals can be delivered to the speaker or the headset as defined in the System database.

CONDITIONS

- The Intercom Signaling Mode can be set in the Headset mode as with the Speakerphone mode.
- Although the phone is in the Headset mode, the system will monitor hook-switch status; if the user lifts the handset to go off-hook, audio automatically is delivered to the handset.

OPERATION

Digital Phone

To change operation from Speakerphone to Headset:

1. Press the [PGM] button.
2. Dial 61 {Headset select code}.
3. Dial the appropriate selection:
   0: Headset
   1: Speakerphone
   2: Ear-Microphone
4. Press the [SAVE] button.

To change the device to receive ring signals:

1. Press the [PGM] button.
2. Dial 62 {Ring select code}.
3. Dial the appropriate selection:
   1: Speakerphone
   2: Headset
   3: Both.
4. Press the [SAVE] button.

To place/answer calls using the headset:

Press the [SPEAKER] with the phone in Headset mode.

ADMIN PROGRAMMING

Station

Speaker/Headset Ring Mode (PGM 121 - FLEX 3) … see page A-25

PGM 121	BTN	RANGE	DEFAULT
HEADSET RING -- in Headset mode, this item selects device to receive incoming ring signals. - Speaker, Headset or Both.	3	0: Speaker 1: Headset 2: Both	Speaker

Speakerphone/Headset (PGM 121 - FLEX 2) … see page A-25

PGM 121	BTN	RANGE	DEFAULT
HEADSET MODE -- selects Speakerphone mode, Headset mode or Ear Mic Mode.	2	0:Speaker 1:Headset 2:E-MIC	Speaker

RELATED FEATURES

Speakerphone … see page 6-19

Paging … see page 4-16

Hold

The user can place a CO/IP line or Station on Hold during a phone conversation.

CONDITIONS

- After placing ca call on Hold, the station returns to an idle state and the user can make another call.
- If the Station is in the off-hook state when making a call on hold, the dial tone is heard.

OPERATION

Digital Phone

To place an active CO Call on Hold:

Press the [HOLD] button.

To retrieve the Held CO Call:

Press the {CO} OR {LOOP-KEY} button associated with the held CO, and then the CO call is connected again.

Single Line Phone

To place an active CO Call on Hold:

1. Press the Hook-switch during a conversation.
2. Dial {System Hold Code}; a confirmation tone is heard.
3. Place the handset.

To retrieve the Held CO call:

Lift the handset; the Station is connected with the held party.

ADMIN PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Hold Recall

When a user places a CO/IP call on hold, a hold timer is activated. If the timer expires, the held call will recall at the station for the duration of the I-Hold Recall timer. If the call remains unanswered at timer expiration, the Attendant will then receive recall for the Attendant Recall timer. If still unanswered after timer expiration, the CO/IP call is disconnected and the circuits in use are returned to idle.

CONDITIONS

- Separate Timers are assigned for the various types of hold: System, Transfer, etc.
- Hold Timer can be assigned by Tone time in the Tone Table.
- The route destination after a Hold recall ring is programmed in Incoming/Outgoing CO Alternate. The following destinations can be assigned:
  - Disconnect
  - Attendant
  - CO Ring Assign
  - Alternative Ring Table
  - Tone
  - Pilot Hunt
  - Transfer Station (Transfer Call Only)

OPERATION

Hold Recall operation is automatic.

ADMIN PROGRAMMING

CO Line Data

Incoming CO Alternate (PGM 169) … see page A-55

PGM 169	BTN	RANGE	DEFAULT
Incoming CO Alternataive DAY --	1	F1: Busy F2: No Answer F3: Invalid F4: Transfer No Answer F5: Recall No Answer F6: DND F7: Out Of Service F8: Error 1: Disconnect 2: Attendant 3: CO Ring 4: Alt Ring Table 5: Tone 6: Pilot HuntGroup	Disconnect 1 sec
NIGHT --	2		Disconnect 1 sec
TIMED --	3		Disconnect 1 sec

Outgoing CO Alternate (PGM 173) … see page A-60

PGM 173	BTN	RANGE	DEFAULT
DAY ALT DEST -- Abnormal case can be selected as error type.	-	F1: Recall No Answer F2:Transfer No Answer F3: No Answer	-
NO ANSWER DISCONNECT-- The CO call is disconnected. Every destination is set to 'Disconnect' by default.	1	-	-
NO ANSWER ATTENDANT -- The CO call is routed to Attendant.	2	-	-
NO ANSWER CO RING ASSIGN -- The CO call is routed according to Ring Assign Table. (see PGM 167)	3	-	-
NO ANSWER ALT RING TBL -- If destination is set to Alt Ring Table and the Table index is assigned, the CO call is routed according to Alt Ring Table. (See PGM 181)	4	01-80	-

PGM 173	BTN	RANGE	DEFAULT
NO ANSWER TONE -- If destination is set to Tone, the Error / Busy tone is heard.	5	-	-
NO ANSWER PILOT HUNT GROUP -- The CO call is routed to Pilot Hunt Group of the original destination.	6	-	-
NO ANSWER RING -- The call is routed to the same destination again.	7	-	-
NO ANSWERThe CO call is routed to the transferred station again. Only possible for 'Transfer No Answer' case.	8	-	-

Table Data

CO Hold Tone Timer … see page A-142 use *Web Admin* (PGM 290 - FLEX 55)

RELATED FEATURES

Call Transfer … see page 3-30

CO/IP … see page 3-37

Automatic Hold

While on an active CO/IP call, the system will place the call on hold automatically. The station can be programmed to support CO/IP to CO/IP Automatic Hold. In this case, pressing a CO/IP button while on a CO/IP call will place the active call on hold and access the selected CO/IP line.

CONDITIONS

- CO/IP lines placed on hold with Automatic Hold are placed in the assigned Hold Timer.
- Hold Timer can be assigned by Tone time in the Tone Table.
- There is no limit on the number of calls that can be placed on hold using Automatic Hold.

OPERATION

Digital

To use Automatic Hold:

Press {CO} OR {LOOP-KEY} button, while on an active Station or CO/IP call; the call is placed on Hold.

ADMIN PROGRAMMING

Station Data

Automatic Hold Access (PGM 123 - FLEX 3) l … see page A-27

PGM 123	BTN	RANGE	DEFAULT
PRIME NUMBER BTN -- among My-DN and several Sub-DNs which are assigned to station flex buttons, determines the first-seized DN when the user initiates a call. If prime button is not set of invalid, the system scans sequentially from flexible button 1 to flexible Button 48 and take the unused and valid flexible button as prime button NOTE: DN buttons of associated DSS box cannot be a prime number button.	1	01-48	01
ZONE NO -- this menu represents a station belonging to what zone.	2	1-9	1
AUTO HOLD -- enables Auto Hold for the station. With Auto Hold enabled, the system will place an active external call on hold if the user presses a CO/IP or DSS button.	3	0: Off 1: On	Off
ENBLOCK DIAL -- when On, the user-dialed digits are stored at the Digital Phone until explicitly sent by the user. When sent, all dialed digits are sent to the system in a block. Enblock mode is only available to Digital Phones with soft keys.	4	0: Off 1: On	Off
ICM ANSWER MODE -- selects Handsfree, Privacy or Tone ring ICM Signaling mode.	5	1: Handsfree 2: Tone 3: Privacy	Tone
DATA SECURITY -- disables override and camp-on tones to the station to avoid occurring error when sending data.	6	0: Off 1: On	Off
PROGRESS INDICATOR -- if this value is set to ON, Progress Indicator Information is included to Setup message (Origin is non-ISDN).	7	0: Off 1: On	Off
FAX MODE -- if this value is set to ON, Bearer Capability information with 3.1Khz is provided to PX.	8	0: Off 1: On	Off
DTMF WHEN REDIAL -- if this value is set to ON, DTMF tone is heard to the station user while redial. (Reserved) .	9	0: Off 1: On	On
MUTE RING SERVICE -- if this value is set to MUTE RING, system provides MUTE RING to user.	10	0: Mute Ring 1: No Ring	Mute Ring
AUTO IDLE SERVICE -- If this value is set to AUTO, system provides Auto Idle service.	11	0: Auto 1: Manual	Auto

RELATED FEATURES

Hold Recall … see page 3-101

Hot Desk

Digital Phones can be assigned as Hot Desk (Dummy Terminal) phones allowing Users (Agents) to login to the System. The Hot Desk will become active and will take on the attributes defined for the Agent's Station number. When the Agent logs off, the Hot Desk phone becomes inactive and the Agent's calls can be forwarded to the User-entered destination. A different Agent may then login using the inactive Hot Desk phone.

CONDITIONS

- The Hot Desk station can be programmed to log-out automatically if no action has occurred by the Agent for the duration of the Hot Desk Log-out timer.
- An active (logged in) Agent can login to another inactive Hot Desk phone, however this will log-off Agent activity from the previous Hot Desk location.
- An Agent may only logout from an activated Hot Desk phone.
- The Flex button map of the Hot Desk station is fixed and will not take on the configuration associated with the Agent's station.
- The number of Hot Desk phones is limited by the physical station port number, Hot Desk users are limited by the additional station number of the System capacity.
- Each Hot Desk phone and Hot Desk user (Agent) requires a separate station number(DN) in the system.
- When a Dummy Terminal seizes a SADN-type number (Sub-DN), the Hot Desk feature cannot be supported.
- If an agent logs out without registering call forward destination, {Attendant} feature code is automatically registered so that calls to off-duty agents are directed to attendant.

OPERATION

To program a Hot Desk phone:

1. In Admin. Programming, assign digital phone as Hot Desk (Dummy Terminal).
2. Assign the DN number type as SADN - Hot Desk Agent; the Hot Desk Agent Number option will automatically be set to ON.
3. Assign a password for the Hot Desk agent station (if needed).

To login to the System through an inactive Hot Desk Station:

1. Lift the handset or press the [SPEAKER] button.
2. Dial the {Hot Desk Feature Code}.
3. Dial the Agent's Station number and password.
4. Dial ∗ or press [SAVE] button; the agent will be logged in.

To logout through the active Hot Desk:

1. Dial the {Hot Desk Feature Code}.
2. Dial the call forward destination for Agent calls (Dial '#' to delete existing a call forward destination)
3. Dial ∗ or press [SAVE] button; the Hot Desk Station will return to inactive.

ADMIN PROGRAMMING

Numbering Plan

Hot Desk Feature Code (PGM 113) … see page A-19

BTN	FEATURE (PGM 113)	REMARK
47	Hot Desk Log In/Log Out	525

Station

Dummy Terminal (PGM 121 - FLEX 8) … see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
DUMMY TERMINAL -- this item defines whether a station is used for hot desk terminal. If you want to use a station as hot desk, this field must be set to 'ON'.	8	0: Off 1: On	Off

Station Number Type (PGM 130 - FLEX 1) … see details on page A-32

Station Password (PGM 131 - FLEX 4) … see details on page A-33

PGM 131	BTN	RANGE	DEFAULT
PASSWORD-- restricts CO Call Duration to station.	4	0-12 digits	-

Hot Desk Agent Number (PGM 131 - FLEX 8) … see details on page A-33

PGM 131	BTN	RANGE	DEFAULT
HOTDESK AGENT NUMBER-- sets wake-up time.	8	0: Off 1: On	Off

System Timer

Hot Desk Logout Timer (PGM 220 - FLEX 2) … see details on page A-85

PGM 220	BTN	RANGE	DEFAULT
HOT-DESK LOGOUT TMR -- Determines the amount of time the attendant receives recall after which the system will disconnect the call.	2	00-24 hrs	00

RELATED FEATURES

Call Forward … see page 3-15

HARDWARE

Digital Phone

In-Room Indication

When an Executive is in the office, their Secretary can press the programmed LED In-Room Indication button signaling other stations of the Executive's status.

CONDITIONS

- Set other Station's MADN Flex button Access Option to Disabled (Incoming only) to make the secretary station the only station able to control the DN state.

OPERATION

To program In-Room Indication:

1. Using Admin. Programming, set a MADN-type DN number to be used as an In-Room Indication button.
2. Enter {DND Status Change code} to register auto-dialing digits for the DN.
3. Assign a flex button for the DN at the Secretary station and to other Stations needing to know the Executive's status.

To Active or Deactivate In-Room Indication:

Press the {DN} button; the DND status of the DN will toggle and the LED signal will be changed at the same time.

ADMIN PROGRAMMING

Numbering Plan

DND Status Change Code (PGM 113) … see details on page A-19

BTN	FEATURE (PGM 113)	REMARK
21	DND Status Change	516

Station

Station Number Type (PGM 130 - FLEX 1) … see details on page A-32

Flex Button Assign (PGM 126) … see details on page A-30

Station Auto Dial Attributes (PGM 138) … see details on page A-40

PGM 138	BTN	RANGE	DEFAULT
AUTO DIAL DGT -- Digits will be dialed automatically.	1	Max 16 digits	-
AUTO DIAL PAUSE TIME -- Auto dial pause time.	2	00-30	0

IP Trans-coding

The system employs either the IEEE g.711, g.729 or g.723 codec to digitize and compress voice signals for RTP packets between devices. IP Phone or terminals on DTIM/SLTM incorporate DSP functions to support codec conversion Available VOIBs include DSP circuitry used to support trans-coding (converting) codecs for incoming VoIP calls to devices.

The VOIBs will trans-code the incoming voice codec (g.711, g.723, g.729) to the System codec and reverse the process for outgoing packets. When the external VoIP connection can only support g.729 and the system codec is g.723, the DSP must implement a complex trans-coding operation, which requires 2 DSP channels. In all other cases, trans-coding only requires a single channel per call.

CONDITIONS

- The system codec for the VOIB can be changed anytime within an IP call.
- The VOIB DSP can generate and detect in-band DTMF and Call Progress tones in support of DISA functionality.
- For complex trans-coding (g.723/g.729), the VOIB DSP will require 2 channels.

OPERATION

System

IP Trans-coding is automatic.

HARDWARE

VOIB8 or VOIB24

Last Number Redial (LNR)

The last number dialed is stored (up to 32 digits) in the station's Last Number Redial (LNR) buffer. The user may request the system redial the last dialed number without the need to dial the number.

Digital Phone users can display stored LNR numbers on the phone LCD using the [REDIAL] or [SPEED] button and [VOL UP]/[VOL DOWN] buttons, to select the number to dial from the list and place a call.

CONDITIONS

- For Digital Phones with LCD display, the LNR redial buffer will store duplicate numbers unless dialed consecutively.
- When the CO/IP line used for the original call is busy, the System will select an idle line from the same CO/IP line Group to place the call.
- Using LNR will cancel Automatic Called Number Redial if active.
- The LNR is stored in volatile memory, so it is not protected in case of a power failure
- Manually dialing a Flash during an outgoing call will cause only those digits dialed after the Flash to be stored in the LNR buffer.
- LNR applies to both CO and VoIP calls.

OPERATION

Digital Phone

To use LNR using [REDIAL] button:

1. Lift the handset or press the [SPEAKER] button.
2. Press the [REDIAL] button.
3. Press the [VOL UP]/[VOL DOWN] button to highlight the desired number.
4. Press [SAVE] or [REDIAL] to dial the number highlighted.

To use LNR with [SPEED] button:

1. Lift the handset or press the [SPEED] button.
2. Dial ✱.

Single Line Phone

To use LNR:

1. Lift the handset.
2. Dial the {Last Number Redial code}.

ADMIN PROGRAMMING

Tenant Data

Redial Method (PGM 281 - FLEX 6) … see details on page A-133

PGM 281	BTN	RANGE	DEFAULT
CODEC TYPE -- System Codec type.	6	1: G711 2: G723 3: G729 4: G722	1: G711

RELATED FEATURES

Saved Number Redial (SNR) … see page 6-18
Station Speed Dial … see page 3-143
System Speed Dial … see page 3-146

Least Cost Routing (LCR)

The LCR feature is supported using digit-conversion; the rule can be set differently according to the Day/Night/Timed mode or LCR Time. If digit conversion is enabled, the System will seize the CO/IP line after digit-conversion is completed. Meanwhile, the Dummy Dial tone can be provided if programmed.

CONDITIONS

- The digit conversion apply rule is applied to bin base of digit conversion table.

OPERATION

Digits are converted automatically based on the Digit Conversion table.

ADMIN PROGRAMMING

Table Data

Digit Conversion Table (PGM 251) … see details on page A-107

PGM 251	BTN	RANGE	DEFAULT
APPLY T-TYPE -- The Apply time type to be applied when the dialed digit is dialed.	1	0:Unconditional 1:Follow DNT 2: Follow LCR	Unconditional
DIALED DIGITS -- The dialed digits.	2	Max 16 digits	-
UNCOND CHANGED -- The CO Group Access Code and digits to be sent to PX when the dialed digit is pressed if Apply time type is 'unconditional'.	3	Max 16 digits	-
DAY CHANGED -- The CO Group Access Code and digits to be sent to PX in Day when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	4	Max 16 digits	-
NIGHT CHANGED -- The CO Group Access Code and digits to be sent to PX in Night when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'	5	Max 16 digits	-
TIMED CHANGED -- The CO Group Access Code and digits to be sent to PX in Timed when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	6	Max 16 digits	-
D1/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	7	Max 16 digits	-

PGM 251	BTN	RANGE	DEFAULT
D1/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	8	Max 16 digits	-
D1/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	9	Max 16 digits	-
D2/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	10	Max 16 digits	-
D2/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	11	Max 16 digits	-
D2/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	12	Max 16 digits	-
D3/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	13	Max 16 digits	-
D3/T2 CHANGED -- The digits to be dialed in 'Day 3/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	14	Max 16 digits	-
D3/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	15	Max 16 digits	-
DNT TIME INDEX -- Day/Night/Timed Time Table Index.	16	1-9, none	none
LCR TIME INDEX -- LCR Time Table Index.	17	1-9, none	none
NAME -- When DID destination starts to ring, the name is displayed on the ringing station's LCD.	18	Max 16 digits	-
APPLY OPTION -- The Apply Option can be applied according to the caller.	19	0: All 1: Station 2: CO Line 3: Diable	0:All

Digit Conversion option (PGM 252) … see details on page A-109

PGM 252	BTN	RANGE	DEFAULT
DISPLAY CONV. DIGIT -- If it is set to ON, the station LCD is updated to the dialed digits when alerting message is received from the PX after dialing.	1	On/Off	Off
PRINT CONV. DIGIT -- If it is set to ON, the dialed digits are printed to the SMDR.	2	On/Off	Off

LCR Time Table (PGM 255) … see details on page A-112

PGM 255	BTN	RANGE	DEFAULT
DAY ZN -- For each day of the week, a Day Zone (1 to 3) is assigned. The active Day Zone is the Zone assigned to the current day of the week (Flex button 1-7).	1	FLEX 1-7 + 1-3	Zone 1: All days of the week
DAY ZONE 1 -- This entry defines the time zone of day zone 1 when Day Zone 1 is active.	2	00-24	00-24
DAY ZONE 2 -- This entry defines the time zone of day zone 2 when Day Zone 2 is active.	3	00-24	-
DAY ZONE 3 -- This entry defines the time zone of day zone 3 when Day Zone 3 is active.	4	00-24	-

RELATED FEATURES

Digit Conversion … see page 3-73

CO/IP Access … see page 3-37

Station Flexible Buttons … see page 6-21

Linked Station Pairs/Group

One MADN can be assigned to 10 stations at max so 10 stations can make a linked group, not only paired. If all of the stations set the DN to their Prime-DN, all of 10 stations act like the same station. If one of the stations uses the number, other stations cannot use the same number. Only different Sub-DN can be used at the same time.

CONDITIONS

- If a member of MADN presses the [DND] button while ringing, only the member station's ringing is stopped.

OPERATION

This is automatically supported by the system database.

ADMIN PROGRAMMING

Station

Prime Number Button (PGM 123 - FLEX 1) … see details on page A-27

PGM 123	BTN	RANGE	DEFAULT
PRIME NUMBER BTN -- among My-DN and several Sub-DNs which are assigned to station flex buttons, determines the first-seized DN when the user initiates a call. If prime button is not set of invalid, the system scans sequentially from flexible button 1 to flexible Button 48 and take the unused and valid flexible button as prime button. NOTE: DN buttons of associated DSS box cannot be a prime number button.	1	01-48	01

Flex Button Assign (PGM 126) … see details on page A-30

Station Number Type (PGM 130 - FLEX 1) … see details on page A-32

RELATED FEATURES

Intercom Caller … see page 4-2

Controlled ICM Signaling … see page 6-19

Loud Bell Control (LBC)

The hardware is equipped with a relay that activates an External Control Contact. The contact is assigned to one of several functions including a Loud Bell Control. If used as a Loud Bell Control, the contact will activate when:

- External Page is accessed
- Assigned Station receives a call (LBC)

CONDITIONS

- A Single-Assign Directory Number (SADN) can be assigned for the LBC feature.
- A SIP Station cannot be assigned for LBC feature.
- One relay contact is available (rated at 1 amp, 24 VDC), shown in Table 2.2.4-1.
- When assigned to activate as LBC, CO Incoming ring and Intercom calls to the assigned station will activate the contacts.
- Dummy Station for Hot Desk cannot be used as LBC Station.

OPERATION

System

When set, relay Operation is automatic.

ADMIN PROGRAMMING

System

External Contact Control (PGM 228) … see details on page A-90

RELATED FEATURES

Door Open … see page 3-78

HARDWARE

External Control Contact connected to an external loud bell.

Mobile Extension

A mobile phone may be registered to a station allowing the mobile phone to place and receive calls through the system. DID calls are sent to the user's Phone and the active registered mobile phone simultaneously.

Mobile phone users can access the facilities of the system to place internal and external calls as well as activate/access features. To access system facilities and resources, the mobile user calls the DID number of the corresponding Phone. When the call is received, the system matches the CLI to the mobile phone and provides the mobile user with a system dial tone.

One station can have up to 2 external numbers for their mobile extension. If a mobile extension is being used, the station is in busy state, and the LED is flash steady ON.

CONDITIONS

- When the mobile phone places an external call through the system, the CLI of the corresponding station is used.
- The Mobile Extension features are supported via system digital lines only.
- Message Wait and Callback cannot be activated for use with a mobile phone.
- The Mobile Extension feature is not supported over a distributed network environment.
- When an incoming ISDN DID call is received, the system will access an ISDN line and place a call to the mobile phone; an ISDN line must be available for the system to notify the mobile user of the incoming call.
- Hold and Transfer Recalls to the mobile phone are sent to mobile phone and Mobile Extension and Mobile phone simultaneously.
- Station Group calls can be routed to the active Mobile Extension.

OPERATION

Digital Phone

To activate a registered mobile extension from the user's station:

1. Press the [PGM] button.
2. Dial 51 {Mobile Extension code}
3. Dial mobile phone index (1 or 2).
4. Dial digit '1' to activate, '0' to deactivate.
5. Press the [SAVE] button.

To register a mobile phone number:

1. Press the [PGM] button.
2. Dial 52 {Mobile Extension Registration code}.
3. Dial mobile phone index (1 or 2).
4. Dial the mobile phone number with CO access code.
5. Press the [SAVE] button.

To place a call from the mobile extension using the system:

1. Dial the DID number of the station, the system will check the CLI information, answer the call and the user will receive intercom dial tone.
2. Place internal or external call as normal.

To Transfer a call from the mobile extension using the system:

1. Dial {Mobile Flash code}.
2. Dial the desired extension, the call is transferred and the mobile phone returns to idle. NOTE: The mobile phone may reconnect by dialing the {Mobile Flash Code}.

System

Incoming DID calls are sent to active mobile phones automatically.

ADMIN PROGRAMMING

System Data

Mobile Attributes (PGM 236) … see details on page A-102

PGM 236	BTN	RANGE	DEFAULT
FLASH DIGIT -- The flash digit from mobile extension.	1	Max 2 digits	*
INPUT TIMER -- The inter-digit timer of the mobile flash digit (2 sec).	1	01-20 (seconds)	05

Station Data

Mobile Extension Access (PGM 132 - FLEX 6) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
MOBILE EXT ACCESS -- enables mobile extension ability.	6	0: Disable 1: Enable	Enable

Mobile Extension Number Attributes (PGM 146) … see details on page A-44

PGM 146	BTN	RANGE	DEFAULT
MOBILE EXT 1 ENABLE -- Enables mobile extension ability.	1	0: Off 1: On	Off
MOBILE EXT 1 NUMBER -- Mobile extension number.	2	Max 24 digits	-
MOBILE EXT 1 CLI -- Mobile extension CLI number.	3	Max 24 digits	-
MOBILE EXT 2 ENABLE -- Enables Second mobile extension ability.	4	0: Off 1: On	Off
MOBILE EXT 2 NUMBER -- Second Mobile extension number.	5	Max 24 digits	-
MOBILE EXT 2 CLI -- Second Mobile extension CLI number.	6	Max 24 digits	-
MOBILE SERVICE MODE -- Select Mobile Service Mode.	7	0: All Call 1: Service CLI Only	All Call
MOBILE SERVICE CLI 1 -- CLI 1 for Mobile Service.	8	Max 24 digits	-
MOBILE SERVICE CLI 2 -- CLI 2for Mobile Service.	9	Max 24 digits	-
MOBILE SERVICE CLI 3 -- CLI 3for Mobile Service.	10	Max 24 digits	-
MOBILE SERVICE CLI 4 -- CLI 4for Mobile Service.	11	Max 24 digits	-
MOBILE SERVICE CLI 5 -- CLI 5for Mobile Service.	12	Max 24 digits	-

RELATED FEATURES

Do Not Disturb (DND) … see page 3-76

Station Message Wait/Call Back … see page 4-11

Attendant Recall … see page 7-30

Distributed Control Network … see page 3-199

Multiple Language Selection

With the VMIB, the system can support three (3) languages simultaneously. Prompts in the desired languages are loaded into the VMIB memory along with the Language Selection prompts. To assure the proper language is employed, the Language Selection prompt is played when an incoming call is assigned to be answered by a DID, DISA, Auto Attendant or Station Hunt group announcement. The Language Selection announcement is played in multiple phrases, one in each of the equipped languages, with a request for the caller to input a digit to select the appropriate language. The system then employs the defined announcement (DID, DISA, etc.) recorded for the selected language.

CONDITIONS

- Multi-language support is available with the VMIB/AAIB.
- Separate announcements must be recorded by the Attendant for each language supported.
- Multi-language announcement must be stored in announcement table (PGM 259) first. And then the announcement index can be programmed in other announcement entries for multiple language support.

OPERATION

System

System automatically plays the Language Selection announcement and plays prompts in the selected language.

To record a VMIB Multi-Language Selection announcement at the Attendant:

1. Press the [PGM] button.
2. Dial 062 {Record VM Announcement code}.
3. Dial the VMIB Slot number.
4. Dial the VMIB Multi Language selection Announcement number (01-70).
5. Dial the Language Type number (1-3).
6. Press the '#' key.
7. After the beep-tone, record the desired message.
8. Press the [SAVE] button to stop recording and save the message.

ADMIN PROGRAMMING

Station Data

Station VMIB Prompt Language Index (PGM 145) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1

CO Data

CO VMIB Prompt Language Index (PGM 161 - FLEX 8) … see details on page A-48

PGM 161	**BTN**	**RANGE**	**DEFAULT**
PROMPT LANGUAGE -- VMIB Prompt Index.	8	1-3	1

Table Data

Announcement Table (PGM 259) … see details on page A-114

PGM 259	BTN	RANGE	DEFAULT
The VMIB slot & Prompt No. to be used for playing the VMIB Announcement No.	1-4	VMIB Slot (00-18) & Prompt No (01-70)	-
CCR Index used for playing the VMIB Announcement No.	5	1-100	-

RELATED FEATURES

VMIB Integrated Auto Attd/Voice Mail … see page 3-254

HARDWARE

VMIB

Multiple Voice Mailbox Support

A station can access any Voice Mailbox by dialing the {VMIB Access} code, the mailbox number and password. Phone users may assign one or more Flex buttons to access a specific mailbox.

OPERATION

Digital Phone

To access a Voice Mailbox:

1. Lift handset or press the [SPEAKER].
2. Dial the {VMIB Access} Code
3. Dial mailbox (station) number.
4. Dial the mailbox(station) password
5. Press the * key (password end mark)

To assign a {VMAILBOX} Flex button:

[PGM] + {FLEX} + Button Feature Type (1) + {VMIB Access} Code + Mailbox(station) number + Mailbox(station) password + [SAVE]

To access a Voice Mailbox using the {VMAILBOX} Flex button:

1. Lift the handset or press the [SPEAKER].
2. Press the {VMAILBOX} Flex button.
3. Dial the Mailbox password.

RELATED FEATURES

VMIB Voice Mail … see page 3-257

HARDWARE

Phone

VMIB

Music-On-Hold (MOH)

When a call is placed on Hold, the System will deliver audio from the defined MOH source. In this way, the connected user can determine that the connection is still active.

The system has connections for one music source. The MOH can be either an internal or external source connected to either of the MOH inputs.

Additionally, a message recorded in the VMIB can be employed as MOH along with Background Music (BGM). The Attendant records the VMIB announcement for MOH and VMIB MOH is assigned as the MOH source. Separate messages can be recorded for each of the 3 languages supported by the system.

CONDITIONS

- There are 5 kinds of MOH:
  1 - Normal Tone
  2 - Prompt
  3 - Announcement
  4 - VMIB MOH
  5 - SLT MOH
- MOH can be activated by programming the Hold Tone for MOH within the Tone Table.
- Plugging-in the BGM RCA jack on the front panel of the MPB and the BGM input on the rear panel RJ-11 jack are common; however, the external music source should only be connected to one of the inputs.

OPERATION

System -- When set, Operation of MOH is automatic:

To record a VMIB announcement for MOH:

1. Press the [PGM] button.
2. Dial the {VMIB Record Feature Code}.
3. Dial the VMIB Slot number.
4. Dial the VMIB Multi-Language selection Announcement number.
5. Dial the Language Type number, only required with multi-language support; the current announcement is played followed by the "Press # to record" prompt.
6. Press the '#' key.
7. After the beep-tone, record the desired message.
8. Press the [SAVE] button to stop recording and save the message.

ADMIN PROGRAMMING

Table Data

Tone Table … use *Web Admin* (PGM 290 - FLEX 49-61)

System Data

Music Source (PGM 229) … see details on page A-91

PGM 229	BTN	RANGE	DEFAULT
ICM BOX MUSIC CH -- assigns the music source for ICM BOX.	1	00: NO BGM 01: Internal Music 02: External Music 03: VMIB BGM 1 04: VMIB BGM 2 05: VMIB BGM 3 06: VMIB BGM 4 07: SLT MOH 1 08: SLT MOH 2 09: SLT MOH 3 10: SLT MOH 4 11: SLT MOH 5	1
INT MOH TYPE -- assigns the music for internal MOH.	2	00: Romance 01: Turkish March 02: Green Sleeves 03: Fur Elise 04: Carmem 05: Waltz 06: Pavane 07: Sichiliano 08: Sonata 09: Spring 10: Campanella 11: Badinerie 12: Blue Dance	-
VMIB MOH -- assigns the VMIB Prompt index of VMIB Slot YY for VMIB MOH X.	3-6 for MPB300 (3-5 for MPB100)	01-70	-
SLT MOH -- assigns the SLT ports for SLT MOH.	7-11 for MPB300 (6-10 for MPB100)	-	-

RELATED FEATURES

Hold … see page 3-100

Multiple Language Support … see page 3-119

HARDWARE

External Music source is connected to MPB music source input.

Network Management System (NMS)

The Network Management System (NMS) is a Web-based application for monitoring and managing multiple systems using standard Simple Network Management Protocol (SNMP).

NMS is an efficient and convenient tool employing standards based protocols and a Web-based architecture to permit Administrators remote access to systems using any common Web browser.

NMS monitors the multiple systems displaying real-time detailed status information for the system devices and channels.

NMS maintains a log of alarm and fault events defined by the administrator and can alert administrators of potential service-affecting faults. In addition, call statistics are maintained and can be reported with various tables and graphs.

CONDITIONS

- NMS is subject to the conditions outlined in the NMS Manual.

OPERATION

Once configured, operation of NMS is automatic. Administrative operations are covered in the NMS Manual.

ADMIN PROGRAMMING

System

SNMP Attributes … use *Web Admin*

RELATED FEATURES

Diagnostic/Maintenance … see page 3-59

Network Security & Priority

The System supports several security and priority protocols. Characteristics that can be established are:

- IEEE 802.1p/Q, VLAN - sets Virtual LAN tag and priority for Ethernet frame
- Diffserv - sets Diffserv Code Point priority for IP packet
- IPSec - enables IPSec to establish IPSec tunnel and encryption of IP packet
- SRTP - enables Secure RTP for RTP packet payload using AES (Advanced Encryption Service).

CONDITIONS

- For Web Admin, the password is encrypted using the Java Virtual Encryption plug-in. A Java Virtual Machine (MS or Sun) must be installed in the User's PC to support password encryption.
- Security and priority characteristics can be set for all devices, local or remote.
- The implementation of IPSec employs a proprietary Key exchange protocol from the MP to the System device.

OPERATION

System

Once configured, Operation of Security and Priority is automatic.

ADMIN PROGRAMMING

System Data

Web Password Encryption (PGM 223 - FLEX 1) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
WEB ADM PSWD ENCRYPTION -- The Web Admin password can be encrypted for security using RC-6 block encryption A Java VM must be installed on the user's PC.	1	0: Off 1: On	0:Off

One Digit Service

When a User calls a Station and receives a Busy signal, the User can access the following features by dialing one digit:

- Camp-on
- Call Wait
- Voice Over
- Intrusion
- Pilot Hunt Call

Camp-On

Camp-On is used to notify a Busy Station that a call is waiting to be answered. The busy station is notified of the waiting call by a Camp-On tone. The camp-on station is placed in the Hold state while waiting.

CONDITIONS

- The user may only Camp-On to a station in the busy mode; a user may not Camp-On to a station in DND, conference, or receiving a Page, etc.
- A Camp-On tone is sent each time the calling user presses the {Camp-On} button.

OPERATION

Digital Phone/Single Line Phone

To activate a Camp-On while receiving an Intercom busy tone:

Press the {Camp-On} button, both the called and calling stations will receive Camp-On tone.

ADMIN PROGRAMMING

System Data

Camp-On Access (PGM 133 - FLEX 8) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
CAMP ON ACCESS -- enable camp-on feature.	8	0:Disable 1:Enable	Enable

Tenant Data

Intercom Busy One-Digit Attributes (PGM 237 - FLEX 1) … see details on page A-103

PGM 237	BTN	RANGE	DEFAULT
INTERCOM BUSY ONE-DIGIT SERVICE -- determines if step call is enabled or disabled.	1	0:Disable 1:Enable	Disable

Call Wait

Call Wait is used to notify a busy station that a call is waiting to be answered. The busy station is notified of the waiting call by a Call Wait tone. For Digital Phone users, the [HOLD] button LED will flash. The called station can respond by either:

- Answering the waiting call (which places the active call on Hold first),
- Activating One-Time DND
- Ignoring the Camp-On tone.

CONDITIONS

- The user may only Call Wait to a station in the busy mode; a user may not Call Wait at a station in DND, conference, or receiving a Page, etc.
- A Call Wait tone is sent each time the calling user presses the programmed {Call Wait} button.

OPERATION

Digital Phone

To activate a Call Wait while receiving Intercom busy tone:

Press the {Call Wait} button, called and calling stations will receive the Call Wait tone.

To answer a Call Wait after receiving the Call Wait indication:

Press the [HOLD] button; the first active call is placed on hold and the station is connected with the Call Waiting station.

Digital Phone/Single Line Phone

To activate a Call Wait while receiving Intercom busy tone:

Press the {Call Wait} button, called and calling stations will receive the Call Wait tone.

To answer a Call Wait after receiving the Call Wait indication:

Press the hook-switch; the first active call is placed on Hold, and the station is connected with the Call Waiting station.

ADMIN PROGRAMMING

System Data

Call Wait Access (PGM 133 - FLEX 7) … see details on page A-34

PGM 133	BTN	RANGE	DEFAULT
CALL WAIT ACCESS -- enable to leave a call wait when a called station does not answer or in DND state.	7	0:Disable 1:Enable	Enable

Tenant Data

Intercom Busy One-Digit Attributes (PGM 237) … see details on page A-103

PGM 237	BTN	RANGE	DEFAULT
STEP CALL -- determines if Step Call is enabled or disabled.	1	0:Disable 1:Enable	Disable
DIGIT 1 -- when accessing a busy tone, User may dial for one of the one-touch services.	2	0: N/A 1: Call-Back 2: Camp On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	0: N/A
DIGIT 2 --	3		
DIGIT 3 --	4		
DIGIT 4 --	5		
DIGIT 5 --	6		
DIGIT 6 --	7		
DIGIT 7 --	8		
DIGIT 8 --	9		
DIGIT 9 --	10		
DIGIT 0 --	11		
DIGIT * --	12		Call Wait
DIGIT # --	13		Voice-Over

RELATED FEATURES

Do Not Disturb (DND) … see page 3-76

Intercom Call (ICM Call) … see page 4-2

Voice Over … see page 6-33

Pre-defined & Custom Text Display Messages

When not available, a user can pre-select a text message to be shown on the LCD of an incoming caller's Digital Phone display. When a user activates Text Display Messages, incoming intercom calls will signal the user with normal ringing, and the LCD of the calling station will display the selected message. There are ten Pre-defined messages (01-10), ten System-wide Custom messages and one User-defined Custom message. Several of the ten Pre-defined messages allow for auxiliary information such as a time, date or number.

System-level Custom Messages may be entered from the Attendant or Administrator's phone or via the Web Admin. The User's Custom Message can be assigned from their own Station phone as well as at the Attendant or the Administrator.

Digital Phone users may assign a Flex button as a {Preselected Message PGM} button.

The Pre-defined messages are:

Message Number	Display	Comment
01	LUNCH RETURN AT hh:mm	hh:mm can be set with return time
02	ON VACATION RETURN AT DATE mm:dd	mm:dd can be set with return date
03	OUT OF OFFICE RETURN AT TIME hh:mm	hh:mm can be set with return time
04	OUT OF OFFICE RETURN AT DATE mm:dd	mm:dd can be set with return date
05	OUT OF OFFICE RETURN UNKNOWN	--
06	CALL (enter up to 24 digits)	Can be set with destination to call.
07	IN OFFICE STA xxxx	xxxx is set with station number
08	IN MEETING RETURN AT TIME hh:mm	hh:mm can be set with return time
09	AT HOME	--
10	AT BRANCH OFFICE	--

CONDITIONS

- Alphanumeric characters are displayed as they are entered.
- Display Message is cancelled if the User activates DND or Call Forward.
- Custom Text Display Messages and Display Message status are stored in non-volatile memory to protect against loss during power failure.
- Incoming Caller Station will display the message.
- SLTs are notified of an active Display Message with a stutter dial tone, while Digital Phones will have a flashing [DND] button when there is an active Text Display Message.
- Activating a Text Display Message does not affect normal operation of the station.
- Pre-defined Messages 01-04, and 06-08 permit the user to input auxiliary information such as time, date or number, as applicable.
- The Attendant station can activate a Text Display Message for other stations, however this feature is not available to an Attendant.

OPERATION

Digital Phone

To assign a Flex button for Display Messages:

PRESS [PGM] + {FLEX} + Button Feature Type(1) + {Preselected Message PGM Code} + [SAVE]

To activate a Display Message that will be presented to incoming callers:

1. Press the [PGM] button.
2. Dial 41 {Display Message code}.
3. To scroll through the available messages, press [VOL UP]/[VOL DOWN] button.
4. Dial the Message number (0-9, or * for User's Custom Message).
5. Enter auxiliary input (hh:mm, mm:dd, etc. as needed).
6. Press the [SAVE] button.

To cancel an active Display Message:

1. Press the flashing [DND] button.
   OR
2. Press the [PGM] button.
3. Dial 41 {Display Message code}.
4. Press the # key.
5. Press the [SAVE] button.

To define the User Custom Text Message (*):

1. Press the [PGM] button.
2. Dial 42 {Custom Message program code}.
3. Enter the Message contents (up to 16 characters, refer to Alphanumeric Entry Chart on page B-105).
4. Press the [SAVE] button; confirmation tone is heard and the new User Custom Text Display Message is stored.

NOTE: Alphanumeric characters may be entered using the following guides as shown in the Quick Reference chapter on page B-105.

Single Line Phone

To activate a Display Message:

1. Lift the handset.
2. Dial {SLT Programming code}.
3. Dial 41 {Display Message code}.
4. Dial the Message number (0-9, or * for User's Custom Message).
5. Enter auxiliary input (hh:mm, mm:dd, etc. as needed).
6. Press the hook-switch; confirmation tone is heard.

To cancel an active Display Message:

1. Lift the handset.
2. Dial {SLT Feature Cancel code}.

To enter the User Custom Message (*):

1. Lift the handset.
2. Dial {SLT Programming code}.
3. Dial 41 {Display Message code}.
4. Enter the Message contents (up to 16 characters, refer to Alphanumeric Entry Chart on page B-105).
5. Press the hook-switch, confirmation tone is received.

System Attendant

To activate Display Messages for other stations:

1. Press the [PGM] button.
2. Dial 051 {Attendant Display Message code}.
3. Dial the desired Station range.
4. To scroll through the available messages, press [VOL UP]/[VOL DOWN] button.
5. Dial the Message number (0-9, or * for User's Custom Message).
6. Dial auxiliary input (hh:mm, mm:dd, etc. as needed).
7. Press the [SAVE] button.

To cancel active Display Messages for other stations:

1. Press the [PGM] button.
2. Dial 052 {Attendant Display Message Cancel code}.
3. Dial the desired Station range.
4. Press the [SAVE] button.

RELATED FEATURES

Do Not Disturb (DND) … see page 3-76
Call Forward … see page 3-15
Speed Dial … see page 3-142

HARDWARE

Digital Phone required receiving Display Messages

Registering IP Devices & Fractional Module Tables

Registration with MAC Address

Using the defined MAC address registration, the system allows IP Phones, DTIM and SLTM devices with matching MAC addresses to register regardless of the Database Protection Switch (DPS) position.

OPERATION

Registration is automatic.

ADMIN PROGRAMMING

System Info

IP Phone/Phontage Registration Table (PGM 106) … see details on page A-13

PGM 106	BTN	RANGE	REMARK
MAC ADDRESS -- Used to register an IP Phone to the System, by entering its MAC Address. (Refer to Alphanumeric Dial Pad entries on page B-105,)	1	-	-
USER ID -- Used to register a Phonatge to the System, by entering its User ID and Password.	2	-	-
USER PASSWORD -- Used to register a Phonatge to the System, by entering its User ID and Password.	3	-	-
STA NUMBER (VIEW) -- Once a connection is made to the System, the current Station number will be displayed.	4	-	-
IP ADDRESS (VIEW) -- Displays the IP Address of the IP phone/Phontage.	5	-	-
F/W IP ADDRESS (VIEW) -- Displays the Firewall IP Address of the IP phone/Phontage.	6	-	-
RTP SECURITY -- Enable RTP Security.	7	-	-

DTIM/SLTM Registration Table (PGM 107) … see details on page A-14

PGM 107	BTN	RANGE	REMARK
MAC ADDRESS -- Used to register a DTIM to the System, by entering its MAC Address. (Refer to Alphanumeric Dial Pad entries on page B-105.)	1	-	-
STA RANGE (VIEW) -- Once a connection is made to the System, the Station number assigned to DTIM/SLTM will be displayed.	2	-	-
IP ADDRESS -- Displays the IP Address of the IP phone/Phontage.	3	-	-
F/W IP ADDRESS -- Displays the Firewall IP Address of the IP phone/Phontage.	4	-	-
RTP SECURITY -- Enable RTP Security.	5	-	-

Logical Slot Assignment (PGM 104 - FLEX 2) … see details on page A-12

PGM 104	BTN	RANGE	REMARK
MAX NO. OF IP PHONE -- that can be registered to the System.	2	-	32

Slot Assignment & Logical Slot Assignment (PGM 101, PGM 103) … see details on page A-11 and page A-12

PGM 101	BTN	RANGE	REMARK
SLOT ASSIGNMENT-- refer to "Board Type Code" table below.	1	-	-
SLOT 02 -- enter device (port) number.	2	-	-

PGM 103	BTN	RANGE	REMARK
CO LINE BOARD	1	-	-
STATION BOARD	2	88 (SIP Phone) 99 (IP Phone or Phontage)	-
VMIB BOARD	3	-	-

Registration with ID/Password

The System can be programmed to register a Phontage or SIP Phone using an ID & Password. Devices with matching ID & Password can be registered regardless of the Database Protection Switch position.

OPERATION

Registration is automatic.

ADMIN PROGRAMMING

System Info

IP Phone/Phontage Registration Table (PGM 106) … see details on page A-13

PGM 106	BTN	RANGE	REMARK
MAC ADDRESS -- Used to register an IP Phone to the System, by entering its MAC Address. (Refer to Alphanumeric Dial Pad entries on page B-105,)	1	-	-
USER ID -- Used to register a Phonatge to the System, by entering its User ID and Password.	2	-	-
USER PASSWORD -- Used to register a Phonatge to the System, by entering its User ID and Password.	3	-	-
STA NUMBER (VIEW) -- Once a connection is made to the System, the current Station number will be displayed.	4	-	-
IP ADDRESS (VIEW) -- Displays the IP Address of the IP phone/Phontage.	5	-	-
F/W IP ADDRESS (VIEW) -- Displays the Firewall IP Address of the IP phone/Phontage.	6	-	-
RTP SECURITY -- Enable RTP Security.	7	-	-

DTIM/SLTM Registration Table (PGM 107) … see details on page A-14

PGM 107	BTN	RANGE	REMARK
MAC ADDRESS -- Used to register a DTIM to the System, by entering its MAC Address. (Refer to Alphanumeric Dial Pad entries on page B-105.)	1	-	-
STA RANGE (VIEW) -- Once a connection is made to the System, the Station number assigned to DTIM/SLTM will be displayed.	2	-	-

PGM 107	BTN	RANGE	REMARK
IP ADDRESS -- Displays the IP Address of the IP phone/Phontage.	3	-	-
F/W IP ADDRESS -- Displays the Firewall IP Address of the IP phone/Phontage.	4	-	-
RTP SECURITY -- Enable RTP Security.	5	-	-

Logical Slot Assignment (PGM 104 - FLEX 2) … see details on page A-12

PGM 104	BTN	RANGE	REMARK
MAX NO. OF IP PHONE -- that can be registered to the System.	2	-	32

Slot Assignment & Logical Slot Assignment (PGM 101, PGM 103) … see details on page A-11 and page A-12

PGM 101	BTN	RANGE	REMARK
SLOT ASSIGNMENT-- refer to "Board Type Code" table below.	1	-	-
SLOT 02 -- enter device (port) number.	2	-	-

PGM 103	BTN	RANGE	REMARK
CO LINE BOARD	1	-	-
STATION BOARD	2	88 (SIP Phone) 99 (IP Phone or Phontage)	-
VMIB BOARD	3	-	-

Registration with Station Number

System allows IP Phone registration if the IP Phone Station number matches the Station number designated regardless of the Database Protection Switch position.

CONDITIONS

- By default, the IP Phone Registration by STA Number is ON.

OPERATION

Registration is automatic.

ADMIN PROGRAMMING

System Info

Logical Slot Assignment (PGM 104 - FLEX 2) … see details on page A-12

PGM 104	BTN	RANGE	REMARK
MAX NO. OF IP PHONE -- that can be registered to the System.	2	-	32

IP Address Plan (PGM 101) … see details on page A-11

PGM 101	BTN	RANGE	REMARK
SLOT ASSIGNMENT-- refer to "Board Type Code" table below.	1	-	-
SLOT 02 -- enter device (port) number.	2	-	-

Slot Assignment (PGM 103) … see details on page A-12

PGM 103	BTN	RANGE	REMARK
CO LINE BOARD	1	-	-
STATION BOARD	2	88 (SIP Phone) 99 (IP Phone or Phontage)	-
VMIB BOARD	3	-	-

System Attribute (PGM 223) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
WEB ADM PSWD ENCRYPTION -- The Web Admin password can be encrypted for security using RC-6 block encryption A Java VM must be installed on the user's PC.	1	0: Off 1: On	0: Off
PULSE DIAL BREAK RATIO -- The break/make ratio for pulse dialing through analog CO line.	2	0: 60/40 1: 66/33 2: 50/50	1: 66/33
VM SMDI ENABLE -- If it is set to "ON, system interfaces SMDI protocol with external Voice Mail, If 'OFF', system interfaces In-band message with external Voice Mail.	3	0:Off 1:On	0: Off
VMIB SMTP PORT -- SMTP Port for VMIB message e-mail sending.	4	0000-9999	0025
NETWORK DATE/TIME USE -- If set to ON, the System updates the Date & Time with Network Date & Time when the System Date & Time is different.	5	0: Off 1: On	0: Off
CLI PRINT -- If set to ON, CLI information is printed.	6	0: Off 1: On	0: Off
TLS FOR WEB -- Enables Transport Layer Security (TLS for Web access.	7	0: Off 1: On	0: Off
WEB SERVER PORT -- Web Server port number.	8	1-65535	80
DB AUTO DOWNLOAD(WEEK) -- Determines when system database downloads to USB automatically,	9	0: Off 1: On	0: Off
DB DOWNLOAD (TIME) -- Sets the time for system database download to USB automatically.	10	00-23	00
UC SERVER IP ADDRESS -- UC Server IP Address.	11	-	-
CTI SERVER IP ADDRESS -- CTI Server IP Address.	12	-	-
MODEM ASC CO LINE -- Modem Associate CO Line.	13	001-240	000
IP PHONE REG BY STA NUM -- Enables IP phone registration by station number.	14	0: Off 1: On	0: Off

Remote Device Zone Management

Remote devices, in particular those not reachable by the System, are managed by grouping devices by various characteristics in a Zone. Placing devices into Zones simplifies management allowing definition of common characteristics to the devices within the zone. Zone attributes include:

- Nation Code
- Language
- RTP Relay
- RTP Relay group

CONDITIONS

- It is recommended to assign CO/IP lines and Stations of a Tenant group in the same Device Zone.
- Wake-up time is based on the time displayed in the Station LCD.

OPERATION

When set, Zone operation is automatic.

ADMIN PROGRAMMING

Zone Data

Zone Attributes … use *Web Admin* (PGM 395)

Zone RTP Relay Group … use *Web Admin* (PGM 396)

Inter-Zone Attributes … use *Web Admin* (PGM 397)

Station Zone Attributes … use *Web Admin* (PGM 399)

Remote Services, Managed Net

IP Phones, DTIM and SLTM can run on a System located on a different LAN segment or WAN without the need for additional equipment.

The System can be assigned with the IP address of the default gateway (router) running the remote device. The system will register the device through the router. Using this configuration, the device can establish a connection with the system and then establish peer-to-peer communication with other devices as needed.

CONDITIONS

- The managed network must provide appropriate security, bandwidth and QoS.

OPERATION

Operation of this feature is automatic.

ADMIN PROGRAMMING

System Info

IP Phone/Phontage Registration Table (PGM 106) … see details on page A-13

PGM 106	BTN	RANGE	REMARK
MAC ADDRESS -- Used to register an IP Phone to the System, by entering its MAC Address. (Refer to Alphanumeric Dial Pad entries on page B-105,)	1	-	-
USER ID -- Used to register a Phonatge to the System, by entering its User ID and Password.	2	-	-
USER PASSWORD -- Used to register a Phonatge to the System, by entering its User ID and Password.	3	-	-
STA NUMBER (VIEW) -- Once a connection is made to the System, the current Station number will be displayed.	4	-	-
IP ADDRESS (VIEW) -- Displays the IP Address of the IP phone/Phontage.	5	-	-
F/W IP ADDRESS (VIEW) -- Displays the Firewall IP Address of the IP phone/Phontage.	6	-	-
RTP SECURITY -- Enable RTP Security.	7	-	-

DTIM/SLTM Registration Table (PGM 107) … see details on page A-14

PGM 107	BTN	RANGE	REMARK
MAC ADDRESS -- Used to register a DTIM to the System, by entering its MAC Address. (Refer to Alphanumeric Dial Pad entries on page B-105.)	1	-	-
STA RANGE (VIEW) -- Once a connection is made to the System, the Station number assigned to DTIM/SLTM will be displayed.	2	-	-
IP ADDRESS -- Displays the IP Address of the IP phone/Phontage.	3	-	-

PGM 107	BTN	RANGE	REMARK
F/W IP ADDRESS -- Displays the Firewall IP Address of the IP phone/Phontage.	4	-	-
RTP SECURITY -- Enable RTP Security.	5	-	-

Logical Slot Assignment (PGM 103 - FLEX 2) … see details on page A-12

PGM 103	BTN	RANGE	REMARK
STATION BOARD	2	88 (SIP Phone) 99 (IP Phone or Phontage)	-

Revertible Ring

This feature can be used to identify the extension DN especially when a SLT is in use. Additionally, the User can verify the incoming ring signal is working correctly.

OPERATION

To listen to Revertible Ring:

1. Lift the Handset or press [SPEAKER].
2. Dial the station DN; confirmation tone is heard
3. Replace Handset (go on-hook); incoming ring will be presented.
4. Lift Handset or press [SPEAKER], confirmation tone is heard.

ADMIN PROGRAMMING

Table Data

Ring Table, Revertible Ring (*Web Admin* PGM 265-11)

PGM 265	BTN	RANGE	DEFAULT
Revertible Ring - (*Web Admin Only*)	11	-	-

Speed Dial

Speed Dial Pause Insertion

A pause dialing command may be inserted in a Station or System Speed Dial number. When encountered, the System will stop dialing the Speed Dial number for the assigned "pause" duration. Multiple pauses ([HOLD] button depressions) may be inserted into a Speed Dial number.

CONDITIONS

- Timed pause is used only with analog CO lines.

OPERATION

System

When set, Pause operation is automatic.

ADMIN PROGRAMMING

Station Data

Speed Access (PGM 134, FLEX 1) … see details on page A-35

PGM 134	BTN	RANGE	DEFAULT
SPEED ACCESS -- gives station speed dial bins access authority.	1	0: Disable 1: Enable	Enable

Table Data

System Speed Dial Table (PGM 257) … see details on page A-113

PGM 257	BTN	RANGE	DEFAULT
SYS SPD DIAL -- The System Speed Dial Digits.	1	Max 32 digits	-
SYS SPD NAME -- The System Speed Dial Name.	2	Max 16 characters	-
TOLL FREE -- Assignment to apply toll free.	3	0: Off 1: On	0: Off
TENANT NO -- The tenant number to be applied to the System Speed Access.	4	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

RELATED FEATURES

Station Speed Dial … see page 3-143
System Speed Dial … see page 3-146

Station Speed Dial

Each User can store commonly dialed numbers for easy access using Station Speed Dial bins. Each Station has access to 50 Speed Dial numbers. Each Speed Dial number can be up to 24 digits in length and may include special instruction codes.

Special instruction codes are:

- Flash as 1st digit: Activates dial tone detect.
- Pause [CALLBACK]: Inserts a pause dialing command.
- * not 1st digit: Switches from Pulse to DTMF dialing.

Digital Phone users may assign a Flex button for One-Touch access to a specific Speed Dial bin.

CONDITIONS

- Accessing an empty Speed Dial bin will return an error tone.
- Speed Dial numbers can reference a specific CO/IP Group entered by the user. If the assigned line is busy, a line from the same group will be selected. If all lines in the group are busy, the user may queue for the next available line.
- All Speed Dial numbers are stored in protected memory in case of power loss.
- A name can be entered for a Speed Dial number to permit access from the Dial-by-Name directory.

OPERATION

Digital Phone

To dial using a Station Speed Dial:

1. Lift handset or press the [SPEAKER] button.
2. Press the [SPEED] button.
3. Dial the desired bin number.

To program a Station Speed Dial number:

1. Press the [PGM] button.
2. Press the [SPEED] button.
3. Dial the Speed Dial bin number.
4. Dial {CO/IP Line/Group Access code}.
5. Enter the number to be stored.
6. Press the [SAVE] button.
7. If desired, enter a name (refer to the Alphanumeric Entry Chart on page B-105).
8. Press the [SAVE] button.

To program a Station Speed Dial number using the 3-soft-key (LCD display phones):

1. Press the {DIR} Soft key.
2. Dial 1 or Press the {OK} Soft key.
3. Press the {ADD} Soft key.
4. Dial the Speed Dial bin number or Press the {OK} button.
5. Dial the {CO/IP Group Access code}.
6. Dial the number to be stored.
7. Press the [SAVE] button.
8. If desired, enter a name (refer to the Alphanumeric Entry Chart on page B-105).
9. Press [SAVE] button.

Single Line Phone

To dial using Station Speed Dial:

1. Lift handset.
2. Dial {SLT Speed Dial access code}.
3. Dial the desired bin number.

To program a Station Speed Dial number:

1. Dial {SLT Programming code}.
2. Dial {SLT Speed Dial access code}.
3. Dial the Speed Dial bin number.
4. Dial the {CO/IP Group Access code}.
5. Dial the number to be stored.
6. Press for hook-switch.
7. If desired, enter a name (refer to Alphanumeric Entry Chart on page B-105).
8. Press for hook-switch.

ADMIN PROGRAMMING

Station Data

Speed Access (PGM 134-BTN 1) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
SPEED ACCESS -- gives station speed dial bins access authority.	1	0:Disable 1:Enable	Enable

Table Data

System Speed Dial Table (PGM 257) … see details on page A-113

PGM 257	BTN	RANGE	DEFAULT
SYS SPD DIAL -- The System Speed Dial Digits.	1	Max 32 digits	-
SYS SPD NAME -- The System Speed Dial Name.	2	Max 16 characters	-
TOLL FREE -- Assignment to apply toll free.	3	0:Off 1:On	0:Off
TENANT NO -- The tenant number to be applied to the System Speed Access.	4	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

RELATED FEATURES

Dial-by-Name … see page 3-60
Last Number Redial (LNR) … see page 3-109
Dial Pulse to Tone Switchover … see page 3-62
Saved Number Redial (SNR) … see page 6-18
Speed Dial Pause Insertion … see page 3-142
System Speed Dial … see page 3-146

System Speed Dial

Commonly dialed numbers can be stored by the System Attendant or by the Administrator using Web Admin. for easy access to Stations allowed use of System Speed Dial bins. Each Speed Dial number can be up to 24 characters in length and may include special instruction codes.

Special instruction codes are:

- Flash as 1st digit: Activates dial tone detect.
- Pause [CALLBACK]: Inserts a pause dialing command.
- * not 1st digit: Switches from Pulse to DTMF dialing.
- Digital Phone users may assign a Flex button for One-Touch access to a specific System Speed Dial bin.

CONDITIONS

- Accessing an empty Speed Dial bin will return an error tone.
- Speed Dial numbers can reference a specific CO/IP Group entered by the user. If the assigned line is busy, a line from the same group will be selected. If all lines in the group are busy, the user may queue for the next available line.
- All Speed Dial numbers are stored in protected memory in case of power loss.
- A name can be entered for a Speed Dial number to permit access from the Dial-by-Name directory.

OPERATION

Digital Phone

To dial using a System Speed Dial:

1. Lift handset or press the [SPEAKER] button.
2. Press the [SPEED] button.
3. Dial the desired bin number

Single Line Phone

To dial using a System Speed Dial:

1. Lift handset.
2. Dial {SLT Speed Dial access code}.
3. Dial the desired bin number

Attendant

To program a System Speed Dial number:

1. Press the [PGM] button.
2. Press the [SPEED] button.
3. Dial the Speed Dial bin number
4. Dial the {CO/IP Group Access code}.
5. Dial the number to be stored.
6. Press the [SAVE] button.
7. If desired, enter a name (refer to the Alphanumeric Entry Chart on page B-105).
8. Press the [SAVE] button.

To program a Station Speed Dial number using the 3-soft-key (LCD display phones):

1. Press the {DIR} Soft key.
2. Dial 1 or Press the {OK} Soft key.
3. Press the {ADD} Soft key.
4. Dial the Speed Dial bin number or Press the {OK} button.
5. Dial the {CO/IP Group Access code}.
6. Dial the number to be stored.
7. Press the [SAVE] button.
8. If desired, enter a name (refer to Alphanumeric Entry Chart on page B-105).
9. Press [SAVE] button.

ADMIN PROGRAMMING

Station Data

Speed Access (PGM 134 - FLEX 1) page A-36

PGM 134	BTN	RANGE	DEFAULT
SPEED ACCESS -- gives station speed dial bins access authority.	1	0:Disable 1:Enable	Enable

Table Data

System Speed Dial Table (PGM 257) page A-113

PGM 257	BTN	RANGE	DEFAULT
SYS SPD DIAL -- The System Speed Dial Digits.	1	Max 32 digits	-
SYS SPD NAME -- The System Speed Dial Name.	2	Max 16 characters	-
TOLL FREE -- Assignment to apply toll free.	3	0: Off 1: On	0: Off
TENANT NO -- The tenant number to be applied to the System Speed Access.	4	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

RELATED FEATURES

Dial-by-Name … see page 3-60
Last Number Redial (LNR) … see page 3-109
Dial Pulse to Tone Switchover … see page 3-62
Saved Number Redial (SNR) … see page 6-18
Speed Dial Pause Insertion … see page 3-142
System Speed Dial … see page 3-146

Station Call Coverage

The DN button at a Station can be set for incoming calls only by disabling outgoing calls. If the MADN-type DN button has a delayed ring option, the button will operate as a call coverage button. This feature must be programmed by the Administrator; individual users cannot set this feature.

OPERATION

If Programmed, Station Call Coverage is automatic.

ADMIN PROGRAMMING

Station

Station Number Type (PGM 130 - FLEX 1) … see details on page A-32

Flex Button Assign (PGM 126) … see details on page A-30

DN Flex Button Ring Option (PGM 126 - FLEX 2) … see details on page A-31

DN Flex Button Access (PGM 126 - FLEX 3) … see details on page A-31

System Groups

Stations can be grouped for call routing, dialing, call pick-up, or other various purposes. The following groups can be defined:

Station Group: Terminal / Circular / Ring / Longest Idle / VM

Pilot Hunt Group

Pick-Up Group

PTT Group

Command Conference Group

Interphone Group

Paging Group

Station Group

Stations can be grouped so incoming calls may be routed to an idle station in the group. The different types of Station Groups are described:

- Terminal Group – Calls to a station in a Terminal Station Group that encounter an unavailable or go unanswered will be routed through the hunt process. The call will proceed to the next listed station in the group until reaching the last listed station. The queued call may be taken out of the group if set to forward to an overflow destination.
- Circular Group – Calls to a station in the Circular Group will go to the station, if unavailable or unanswered in the hunt no answer time; the call will be directed to the next station defined in the group. The call will continue to hunt until each station in the group has been tried. The queued call may be taken out of the group if set to forward to an overflow destination.
- Ring Group – An incoming call to any station in the Group will cause all stations in the group to ring, and any station in the group may answer the call. Multiple calls can be received by a Station Ring Group and can be serviced in any order according to Station availability. The queued call may be taken out of the group if set to forward to an overflow destination.
- Longest Idle (UCD) Group – Calls are sent to the group by dialing the Hunt group Number or assigning CO lines to directly terminate at the group. Calls are directed to the Station in the group that has been idle for the longest time. If all stations in the group are busy when a call is received for the group, the call may be routed to an alternate location, or may continue to wait (queue) for a station in the group to become available. The queued call may be taken out of the group if set to forward to an overflow destination.
- Station VM Group – Can be enabled to support an external Auto Attendant/Voice Mail (AA/VM) system that employs SLT ports to interface with the system. An External AA/VM group is assigned for either Circular, Terminal, or Longest Idle hunt. The External AA/VM may employ either in-band signaling over the audio channel or SMDI protocol with a signaling connection to the System RS-232 channel.

CONDITIONS

- Station Group calls are not routed to member stations that are in DND.
- A call transferred to a Station Group will follow the routing for the group and will not initiate the Transfer Recall process.
- Calls to a Station Group receive either a ring-back tone or MOH while queued to the group.
- Calls can be routed to the defined Overflow destination according to Forward type, Station, Group, etc. If Forward type is set to NOT USED, the call is dropped about each Forward case.
- Stations can be a member of one or more Station Groups (Multiple Member Assignment).
- A User can program Queue Count for each member of the Station group (0-99).
- The System can provide a call to a group member during the Greeting according to the Call in Greeting option.
- A User can assign a Group Name for each Station Group.

OPERATION

When programmed, Station Group operation is automatic.

To pick-up a call that comes in to the Station Group:

1. When a call is ringing in to the Group, lift handset or press the [SPEAKER] button.
2. Stations can be set to be Disabled, receive All calls, receive Intercom calls, or to receive External calls.

ADMIN PROGRAMMING

Station

DND Access (PGM 132 - FLEX 4) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
DND ACCESS -- enables DND to be activated by the station.	4	0: Disable 1: Enable	Enable

Station Group

Executive/Secretary Assign (PGM 241) … see details on page A-104

PGM 241	BTN	RANGE	DEFAULT
EXECUTIVE NUMBER -- Assigns Executive station.	1	-	-
SECRETARY ASSIGN -- Assigns Secretary stations; enter secretary station range, or press FLEX 1-3 and enter station number to assign.	2	FLEX 1-3	-
ICM CALL TO EXEC -- Determines call forwarding when Executive/Secretary is in use. SECRETARY: all internal calls to the Exec. Station (except for calls from executives having executive access privilege) are routed to the Secretary station regardless of the Executive station status. SEC IF EXEC IN DND: internal calls are routed to secretary when executive is in 'DND'.	3	0:Secretary 1:Secretary if Executive in DND	0:Secretary
CO CALL TO EXEC -- Determines call forwarding when Executive/Secretary is in use. SECRETARY: all incoming CO calls to the Exec. Station are routed to the Secretary station regardless of the Executive status. SEC IF ECEC DND: incoming CO calls are routed to secretary when executive is in 'DND'.	4	0:Secretary 1:Secretary if Executive in DND	0:Secretary
CALL EXECUTIVE -- This option is to directly route calls to the Executive station. OFF: executive calls are routed to secretary. FIRST SEC. DND: the executive receives call when first secretary is in 'DND'. ALL SEC. DND: the executive receives call when all secretaries in 'DND'.	5	0-2	0
SECRETARY CHOICE -- Determines order in which secretary stations will receive calls (First Idle/Longest Idle).	6	0-1	0
MSG WAIT STATION -- Determines if message wait indication is left at Executive Station or Secretary. EXECUTIVE: message left at Executive station. FIRST SEC: message is left at the first secretary.	7	0:Executive 1:First Secretary	0

Executive/ Executive Access (PGM 242) … see details on page A-105

Station Group (PGM 200) … see details on page A-67

PGM 200	BTN	RANGE	DEFAULT
GROUP TYPE -- this entry defines the type of station group.	1	0:Not Assign 1: Terminal 2: Circular 3: Ring 4: Longest Idle 5: Voice Mail	Not Assign
GROUP NAME -- this entry defines the name of a group.	2	Max 16 chars	-
TENANT NO -- this entry assigns a tenant of a station group.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE IDX -- Time Table index,	4	1-9	1
PICKUP OPTION -- stations can pickup group calls ringing at other stations in the group.	5	0: Disable 1: All Call 2: Intercom 3: External	Disable
MEMBER ASSIGN -- this entry assigns stations as members of a station group.	6	-	-

Station Group Greeting/Queuing Attribute (PGM 201) … see details on page A-68

PGM 201	BTN	RANGE	DEFAULT
GREETING TYPE -- this entry defines the type of greeting tone.	1	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1
GREETING PLAY -- this entry defines greeting play time.	2	000-180 (secs)	000

PGM 201	BTN	RANGE	DEFAULT
GREETING TONE NO -- This entry defines greeting tone number in case greeting type is normal.	3	01-19	Not Assigned
GREETING PRT/ANNC -- This entry defines greeting prompt / annc. Number in case greeting type is PROMPT/ANNC.	4	001-255	Not Assigned
GREETING REPEAT NO -- This entry defines greeting repeat number.	5	000-100	3
GREETING RPT DELAY -- This entry defines the pause timer before greeting repeat.	6	000-100 (secs)	0
QUEUING TYPE -- This entry defines the type of queuing tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	3
QUEUING TIMER -- This entry defines the timer for queuing forward or second queuing announcement.	8	000-300 (secs)	30
QUEUING TONE NO -- This entry defines queuing tone number in case queuing type is normal.	9	01-19	Not Assigned
QUEUING PRT/ANNC -- This entry defines queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	10	001-255	Not Assigned
QUEUING REPEAT NO -- This entry defines queuing repeat number.	11	000-100	3
QUEUING RPT DELAY -- This entry defines the pause timer before queuing repeat.	12	000-100 (secs)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0
MOH FOR ANNC. -- This entry defines MOH option during queuing annc. Pause time.	14	01-12	none

PGM 201	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	15	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
SECOND Q. TIMER -- This entry defines the timer for forward destination.	16	000-300 (secs)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	17	01-19	Not Assigned
SECOND PRT/ANNC -- This entry defines second queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	18	001-255	Not Assigned
SECOND REPEAT NO -- This entry defines second queuing repeat number.	19	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	20	000-100 (secs)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	21	0-1	0
MOH FOR ANNC, -- This entry defines MOH option during second queuing annc. Pause time.	22	01-12	none

Station Group Attributes (PGM 202) … see details on page A-71

PGM 202	BTN	RANGE	DEFAULT
CALL IN GREETING -- This entry defines if a call is routed to a destination during greeting tone is played.	1	0: After Greeting 1. In Greeting	After Greeting
MAX QUEUE COUNT -- This entry defines queue count.	2	00-99	00

PGM 202	BTN	RANGE	DEFAULT
FORWARD TYPE -- This entry defines forward type. 0. Not used 1. Unconditional: a call is routed to a forward destination unconditionally. 2. Queuing overflow: a call is routed to a forward destination when a queue is overflow. 3.Tmeout: a call is routed to a forward destination when a timeout timer is expired. 4. All: a call is routed to a forward destination when a queue is overflow or Timeout timer is expired.	3	0: 1: Uncond 2: Q Overflow 3: Time out 4: All	Not Used
APPLY TIME TYPE -- This entry defines a time to apply forward type.	4	0: ALL 1: DAY 2: NIGHT 3: TIMED	ALL
FWD DESTINATION -- This entry defines a forward destination. (Trunk access code should be included).	5	Max 16 digits	None
WRAP UP TMR -- This entry defines a wrap up timer. A member is available when this timer is expired after a member goes to idle.	6	000-600	010
MEMBER NO ANS TMR -- This entry defines no answer timer about each member. If this timer is expired, a call is routed to the next member.	7	05-60	15
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer is expired, a call is routed to the forward destination according to forward type.	8	0-180	0
PROVIDE ANNC.-- This entry defines if system answer the call when a greeting or queuing announcement is provided	9	0: With Answer 1: W/o Answer	With Answer

VM Group Attributes (PGM 203) … see details on page A-72

PGM 203	BTN	RANGE	DEFAULT
VM PUT MAIL INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Put Mail" dial code.	1	1-9	1
VM GET MAIL INDEX --For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Get Mail" dial code.	2	1-9	2
VM BUSY INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Busy" dial code.	3	1-9	3

PGM 203	BTN	RANGE	DEFAULT
VM NO ANSWER INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "No answer" dial code.	4	1-9	4
VM DISCONNECT -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Disconnect" dial code.	5	1-9	9
SMDI TYPE -- This entry defines SMDI Type.	6	0: Type 1 1: Type 2	Type 1
SMDI CLI INFO -- This entry defines SMDI CLI Information. If this is enable, system sends SMDI with CLI.	7	0: Off 1: On	Off

Table Data

Announcement Table (PGM 259) … see details on page A-114

PGM 259	BTN	RANGE	DEFAULT
The VMIB slot & Prompt No. to be used for playing the VMIB Announcement No.	1-4	VMIB Slot (00-18) & Prompt No (01-70)	-
CCR Index used for playing the VMIB Announcement No.	5	1-100	-

Tenant Data

Tone Table … use *Web Admin* (PGM 290)

Numbering Plan

Station Group Number (PGM 115) … see details on page A-22

PGM 115	BTN	RANGE	REMARK
STATION GROUP RANGE (Edit by Range)	1	Start Station Group Number & End Station Group Number	-
STATION GROUP NUMBER (Edit)	2	Station Group Number	-

RELATED FEATURES

Executive/Secretary … see page 3-83
Music On Hold … see page 3-122
Call Forward … see page 3-15
VMIB Integrated … see page 3-254
Auto Attd/Voice Mail … see page 3-254

HARDWARE

Digital Phone

Greeting/Queuing Tone Service

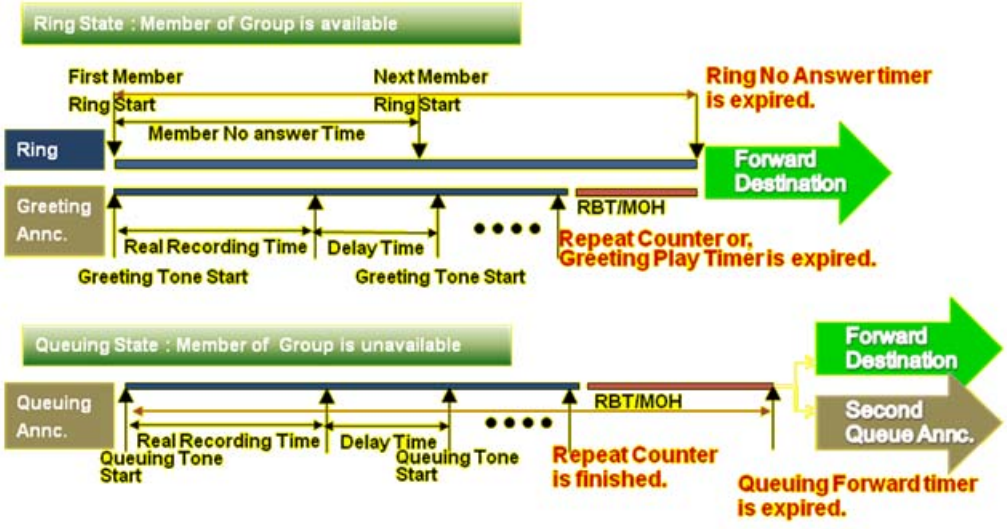
The System can provide a Greeting tone or Queuing tone when a call is routed to Station Group.

When a call is routed to Station Group, the pre-assigned Greeting or Queuing Tone will be provided to the caller. The tone will be provided according to the Tone Time/Delay Time/Repeat counters. There are 7 types of Tones:

- NORMAL - System Tone (01-19, Tone Freq. in PGM 264)
- PROMPT - VMIB Prompt
- ANNOUNCEMENT - VMIB Announcement
- INT MOH
- EXT MOH
- VMIB MOH (1-4 for MBX IP-300, 1-3 for MBX IP-100)
- SLT MOH (1-5)

OPERATION

If set, Greeting/Queuing Tone Service operation is automatic.



ADMIN PROGRAMMING

Tenant Data

Attendant Group Attribute (PGM 271-272) … see details on page A-122

PGM 271	BTN	RANGE	DEFAULT
GREETING TYPE -- Determines the type of Greeting Tone to be used.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1: Normal
GREETING PLAY -- Determines the Greeting Play time.	2	000-180 (sec)	000
GREETING TONE NO --- Determines the Greeting Tone number when greeting type is set to Normal.	3	01-19	04
GREETING PROMPT/ANNC -- Determines the Greeting Prompt/ Announce Number when Greeting Type is set to Prompt or Announce.	4	001-255	Not Asg
GREETING REPEAT NO -- Determines the number of times the Greeting will repeat.	5	000-100	3
GREETING RPT DELAY -- Determines the length of time the timer will pause before the greeting is repeated.	6	000-100 (seconds)	0

PGM 271	BTN	RANGE	DEFAULT
QUEUING TYPE -- Determines the type of Queuing Tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
QUEUING TIMER -- Determines the Greeting/Queuing Timeout Timer.	8	010-300 (sec)	030
QUEUING TONE NO -- Determines the Queuing Tone number used when Queuing Type is set to Normal.	9	01-19	00
QUEUING PROMPT ANNC -- Determines the Queuing Prompt/ Announce Number when the Queuing Type is set to Prompt or Announce.	10	001-255	Not Asg
QUEUING REPEAT NO -- determines the Queuing Repeat number.	11	000-100	3
GREETING RPT DELAY -- Determines the Pause Timer before Queuing is repeated.	12	000-100 (seconds)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0

PGM 271	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	14	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	4: INT MOH
SECOND Q. TIMER -- This entry defines the timer for forward destination.	15	000-300 (seconds)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	16	01-19	Not Asg
SECOND PRT ANNCThis entry defines second queuing prompt / annc.Number in case queuing type is PROMPT/ANNC.	17	001-255	Not Asg
SECOND REPEAT NO -- This entry defines second queuing repeat number.	18	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	19	000-100 (seconds)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	20	0-1	0

PGM 272	BTN	RANGE	DEFAULT
CALL IN GREETING -- Determines if call is routed to the Attendant when Greeting Tone is played.	1	0: After Greeting 1: In Greeting	1: In Greeting
MAX QUEUE COUNT -- Determines the Queue count.	2	00-99	05

PGM 272	BTN	RANGE	DEFAULT
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
APPLY TIME TYPE -- Determines the time setting for applying the Forward type.	4	0: All 1: Day 2: Night 3: Timed	0: All
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-
WRAP UP TMR -- Determines the Wrap-up Timer; a member is available when this timer expires after a member goes to idle.	6	000-600 (100ms)	5
MEMBER NO ANS TMR -- Determines the No Answer timer; if this timer expires, a call is routed to the next attendant	7	05-60 (seconds)	15
ATD CALL BY STA NO -- This entry defines attendant call by dialing attendant member. 0 : the call for attendant follows normal call. 1: the call for attendant follows attendant group call	8	-	Off
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer expires, a call is routed to the forward destination according to forward type.	9	0-180 (seconds)	0
PROVIDE ANNC-- This entry defines if system answer the call when a greeting or queuing announcement is provided.	10	0: With Answer 1: W/O Answer	0: With Answer

Table Data

Tone Frequency/Cadence (PGM 264) … see details on page A-117

CCR Service with Queuing Announcement

The System can provide CCR Service during queuing announcement according to the CCR option.

A CCR Table defines a dialed digit (0-9, #, and *) to a designated route; each individual digit corresponds with a route:

- Station
- Station Group
- CO Group Access Code
- Internal Page Zone
- Voice Mail Access Code
- CCR Access Code + VMIB Announcement
- CCR Access and Drop Code + VMIB Announcement
- Conference Room
- Net Number

In addition, the System will monitor digits for a system numbering plan(eg station number). if the User dials a Station number, Group Queuing Service is finished and a call is routed to the dialed destination .

OPERATION

If set, Greeting/Queuing Tone Service operation is automatic.

CONDITIONS

- SIP/ISDN Terminal does not support CCR feature.

ADMIN PROGRAMMING

Tenant Data

Station Group Attribute (PGM 201-202) … see details on page A-68 and page A-71

PGM 201	BTN	RANGE	DEFAULT
GREETING TYPE -- this entry defines the type of greeting tone.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	1
GREETING PLAY -- this entry defines greeting play time.	2	000-180 (secs)	000
GREETING TONE NO -- This entry defines greeting tone number in case greeting type is normal.	3	01-19	Not Assigned
GREETING PRT/ANNC -- This entry defines greeting prompt / annc. Number in case greeting type is PROMPT/ANNC.	4	001-255	Not Assigned
GREETING REPEAT NO -- This entry defines greeting repeat number.	5	000-100	3
GREETING RPT DELAY -- This entry defines the pause timer before greeting repeat.	6	000-100 (secs)	0

PGM 201	BTN	RANGE	DEFAULT
QUEUING TYPE -- This entry defines the type of queuing tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	3
QUEUING TIMER -- This entry defines the timer for queuing forward or second queuing announcement.	8	000-300 (secs)	30
QUEUING TONE NO -- This entry defines queuing tone number in case queuing type is normal.	9	01-19	Not Assigned
QUEUING PRT/ANNC -- This entry defines queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	10	001-255	Not Assigned
QUEUING REPEAT NO -- This entry defines queuing repeat number.	11	000-100	3
QUEUING RPT DELAY -- This entry defines the pause timer before queuing repeat.	12	000-100 (secs)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0
MOH FOR ANNC. -- This entry defines MOH option during queuing annc. Pause time.	14	01-12	none

PGM 201	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	15	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
SECOND Q. TIMER -- This entry defines the timer for forward destination.	16	000-300 (secs)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	17	01-19	Not Assigned
SECOND PRT/ANNC -- This entry defines second queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	18	001-255	Not Assigned
SECOND REPEAT NO -- This entry defines second queuing repeat number.	19	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	20	000-100 (secs)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	21	0-1	0
MOH FOR ANNC, -- This entry defines MOH option during second queuing annc. Pause time.	22	01-12	none

PGM 202	BTN	RANGE	DEFAULT
CALL IN GREETING -- This entry defines if a call is routed to a destination during greeting tone is played.	1	0: After Greeting 1. In Greeting	After Greeting
MAX QUEUE COUNT -- This entry defines queue count.	2	00-99	00

PGM 202	BTN	RANGE	DEFAULT
FORWARD TYPE -- This entry defines forward type. 0. Not used 1. Unconditional: a call is routed to a forward destination unconditionally. 2. Queuing overflow: a call is routed to a forward destination when a queue is overflow. 3.Tmeout: a call is routed to a forward destination when a timeout timer is expired. 4. All: a call is routed to a forward destination when a queue is overflow or Timeout timer is expired.	3	0: 1: Uncond 2: Q Overflow 3: Time out 4: All	Not Used
APPLY TIME TYPE -- This entry defines a time to apply forward type.	4	0: ALL 1: DAY 2: NIGHT 3: TIMED	ALL
FWD DESTINATION -- This entry defines a forward destination. (Trunk access code should be included).	5	Max 16 digits	None
WRAP UP TMR -- This entry defines a wrap up timer. A member is available when this timer is expired after a member goes to idle.	6	000-600	010
MEMBER NO ANS TMR -- This entry defines no answer timer about each member. If this timer is expired, a call is routed to the next member.	7	05-60	15
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer is expired, a call is routed to the forward destination according to forward type.	8	0-180	0
PROVIDE ANNC.-- This entry defines if system answer the call when a greeting or queuing announcement is provided	9	0: With Answer 1: W/o Answer	With Answer

Table Data

Tone Frequency/Cadence (PGM 264) … see details on page A-117

Announcement Table (PGM 259) … see details on page A-114

PGM 259	BTN	RANGE	DEFAULT
The VMIB slot & Prompt No. to be used for playing the VMIB Announcement No.	1-4	VMIB Slot (00-18) & Prompt No (01-70)	-
CCR Index used for playing the VMIB Announcement No.	5	1-100	-

CCR Table (PGM 260) … see details on page A-115

PGM 260	BTN	RANGE	DEFAULT
CCR TABLE -- The destination of CCR input digit; the destination can be a Station number, Station group number or Feature code. NOTE: For Feature codes, refer to the Numbering Plan for the applicable codes.	1-12	Max 8 digits	-

Forward Destination, Overflow Service

This can be assigned as Station/Hunt Group/Telephone Number, covering Station Group Call according to the Forward type of the Station Group. There are 4 kinds of Forward type in an Station Group:

- Unconditional
- Queuing Overflow
- Queuing Timeout
- Queuing Overflow or Queuing Timeout

The Overflow Destination can be programmed as Station/Station Group/External number/NET Destination.

OPERATION

To use the Unconditional Forward Overflow Destination:

1. Dial the {Station Group Number}.
2. The Call is Routed to the Forward Destination.

To use the Queuing Overflow Forward Destination:

1. Dial the {Station Group Number}.
2. The Call is Queued when all Member Stations are in Busy mode.

   NOTE: The Call will be Routed to the Forward Destination when max. queue has been Overflowed.

To use Queuing Timeout Forward Destination:

3. Dial the {Station Group Number}.
4. The call is Queued when all Member Stations are in Busy mode.

   NOTE: Calls will be Routed to the Forward Destination when Queuing Time has expired.

To use Queuing Overflow or Timeout as Forward Destination:

5. Dial the {Station Group Number}.
6. The Call is Queued when all Member Stations are in Busy mode.

NOTE: The Call will be routed to the Forward destination when Queuing Time expires or Max. Queue is overflowed.

ADMIN PROGRAMMING

Tenant Data

Station Group Attribute (PGM 201-202) … see details on page A-68 and page A-71

PGM 201	BTN	RANGE	DEFAULT
GREETING TYPE -- this entry defines the type of greeting tone.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	1
GREETING PLAY -- this entry defines greeting play time.	2	000-180 (secs)	000
GREETING TONE NO -- This entry defines greeting tone number in case greeting type is normal.	3	01-19	Not Assigned
GREETING PRT/ANNC -- This entry defines greeting prompt / annc. Number in case greeting type is PROMPT/ANNC.	4	001-255	Not Assigned
GREETING REPEAT NO -- This entry defines greeting repeat number.	5	000-100	3
GREETING RPT DELAY -- This entry defines the pause timer before greeting repeat.	6	000-100 (secs)	0

PGM 201	BTN	RANGE	DEFAULT
QUEUING TYPE -- This entry defines the type of queuing tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	3
QUEUING TIMER -- This entry defines the timer for queuing forward or second queuing announcement.	8	000-300 (secs)	30
QUEUING TONE NO -- This entry defines queuing tone number in case queuing type is normal.	9	01-19	Not Assigned
QUEUING PRT/ANNC -- This entry defines queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	10	001-255	Not Assigned
QUEUING REPEAT NO -- This entry defines queuing repeat number.	11	000-100	3
QUEUING RPT DELAY -- This entry defines the pause timer before queuing repeat.	12	000-100 (secs)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0
MOH FOR ANNC. -- This entry defines MOH option during queuing annc. Pause time.	14	01-12	none

PGM 201	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	15	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
SECOND Q. TIMER -- This entry defines the timer for forward destination.	16	000-300 (secs)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	17	01-19	Not Assigned
SECOND PRT/ANNC -- This entry defines second queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	18	001-255	Not Assigned
SECOND REPEAT NO -- This entry defines second queuing repeat number.	19	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	20	000-100 (secs)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	21	0-1	0
MOH FOR ANNC, -- This entry defines MOH option during second queuing annc. Pause time.	22	01-12	none

PGM 202	BTN	RANGE	DEFAULT
CALL IN GREETING -- This entry defines if a call is routed to a destination during greeting tone is played.	1	0: After Greeting 1. In Greeting	After Greeting
MAX QUEUE COUNT -- This entry defines queue count.	2	00-99	00

PGM 202	BTN	RANGE	DEFAULT
FORWARD TYPE -- This entry defines forward type. 0. Not used 1. Unconditional: a call is routed to a forward destination unconditionally. 2. Queuing overflow: a call is routed to a forward destination when a queue is overflow. 3.Tmeout: a call is routed to a forward destination when a timeout timer is expired. 4. All: a call is routed to a forward destination when a queue is overflow or Timeout timer is expired.	3	0: 1: Uncond 2: Q Overflow 3: Time out 4: All	Not Used
APPLY TIME TYPE -- This entry defines a time to apply forward type.	4	0: ALL 1: DAY 2: NIGHT 3: TIMED	ALL
FWD DESTINATION -- This entry defines a forward destination. (Trunk access code should be included).	5	Max 16 digits	None
WRAP UP TMR -- This entry defines a wrap up timer. A member is available when this timer is expired after a member goes to idle.	6	000-600	010
MEMBER NO ANS TMR -- This entry defines no answer timer about each member. If this timer is expired, a call is routed to the next member.	7	05-60	15
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer is expired, a call is routed to the forward destination according to forward type.	8	0-180	0
PROVIDE ANNC.-- This entry defines if system answer the call when a greeting or queuing announcement is provided	9	0: With Answer 1: W/o Answer	With Answer

Pilot Hunt Group

A Station can be grouped for Pilot Hunt Feature. Users may select incoming calls in the group to re-route to other stations (local or networked), station groups, the VMIB according to ring mode (Day/Night/Timed). A member of the Pilot Hunt Group may have Pilot Hunt Ring Access authority set for call coverage on another member Station in a group.

CONDITIONS

- Pilot Hunt Ring Access of a member should be enabled to receive the Pilot Hunt Group calls.
- Pilot Hunt Group members can register a Forward as a Day destination using the {Pilot H. CFW Register} feature code.
- If a Station's busy service is set to Pilot Hunt and the Station is in conversation with an internal/external party, and another station calls, the call is routed to an idle member in the same Pilot Hunt.

OPERATION

If programmed, Pilot Hunt Group is automatic.

ADMIN PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Station Data

Call Forward Access (PGM 132 - FLEX 2) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
FORWARD ACCESS -- enables Call Forward to be activated by the station.	2	0: Disable 1: Enable	Enable

Pilot Hunt Ring Access (PGM 134 - FLEX 6) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
PILOT HUNT RING -- permits station to receive pilot hunt ring.	6	0:Disable 1:Enable	Enable

Busy Service (PGM 131 - FLEX 5) … see details on page A-33

PGM 131	BTN	RANGE	DEFAULT
BUSY SVC-- when an SLT extension attempts to transfer a CO call to a CO line it is blocked and the call is released.	5	0:Busy Tone 1:Camp-on 2:Call Wait 3:Pilot Hunt	Busy Tone

CO Line Data

Incoming CO Alternate (PGM 169) … see details on page A-55

PGM 169	BTN	RANGE	DEFAULT
Incoming CO Alternataive DAY --	1	F1: Busy F2: No Answer F3: Invalid F4: Transfer No Answer F5: Recall No Answer F6: DND F7: Out Of Service F8: Error 1: Disconnect 2: Attendant 3: CO Ring 4: Alt Ring Table 5: Tone 6: Pilot HuntGroup	Disconnect 1 sec
NIGHT --	2		Disconnect 1 sec
TIMED --	3		Disconnect 1 sec

Outgoing CO Alternate (PGM 173) … see details on page A-60

PGM 173	BTN	RANGE	DEFAULT
DAY ALT DEST -- Abnormal case can be selected as error type.	-	F1: Recall No Answer F2:Transfer No Answer F3: No Answer	-
NO ANSWER DISCONNECT-- The CO call is disconnected. Every destination is set to 'Disconnect' by default.	1	-	-
NO ANSWER ATTENDANT -- The CO call is routed to Attendant.	2	-	-

PGM 173	BTN	RANGE	DEFAULT
NO ANSWER CO RING ASSIGN -- The CO call is routed according to Ring Assign Table. (see PGM 167)	3	-	-
NO ANSWER ALT RING TBL -- If destination is set to Alt Ring Table and the Table index is assigned, the CO call is routed according to Alt Ring Table. (See PGM 181)	4	01-80	-
NO ANSWER TONE -- If destination is set to Tone, the Error / Busy tone is heard.	5	-	-
NO ANSWER PILOT HUNT GROUP -- The CO call is routed to Pilot Hunt Group of the original destination.	6	-	-
NO ANSWER RING -- The call is routed to the same destination again.	7	-	-
NO ANSWERThe CO call is routed to the transferred station again. Only possible for 'Transfer No Answer' case.	8	-	-

Station Group

Pilot Hunt Group (PGM 210) … see details on page A-76

PGM 210	BTN	RANGE	DEFAULT
CONDITION -- Determines call coverage condition for Pilot Hunt group.	1	0: ALL 1: Intercom 2: External	All
SERVICE TYPE -- This entry defines Service Type. (Terminal/Circular)	2	0: Terminal 1: Circular	Terminal
TIME TABLE INDEX -- Time Table index.	3	1-9	1
MEMBER ASG --Assigns stations as members of a Pilot Hunt group.	4	-	-

Pilot Group Forward Attributes (PGM 211) … see details on page A-18

PGM 211	BTN	RANGE	DEFAULT
DAY FORWARD TYPE -- determines Day time seting for Call Forward type.	1	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
DAY FORWARD DESTINATION -- determines Day time seting for Forward destination.	2	Max. 8 digits	-
NIGHT FORWARD TYPE -- determines the Night time seting for Call Forward type.	3	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
NIGHT FORWARD DESTINATION -- determines the Night time seting for Forward destination.	4	Max. 8 digits	-
TIMED FORWARD TYPE -- determines the Timed seting for Forward type.	5	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
TIMED FWD DESTINATION -- determines the Timed seting for Forward destination.	6	Max. 8 digits	-

Table Data

Ring Table use Web Admin (PGM 265)

RELATED FEATURES

Call Forward Pilot Hunt … see page 3-19

Pick Up Group

A Station can be assigned to a Call Pick-Up group and may pick-up (answer) calls to other stations in the group employing the System's Group Call Pick-Up feature.

Station Groups can be added as Pick -Up Groups with Pick-Up Attributes. Pick-up Groups can be set to pick-up all calls, internal calls only or external calls only.

OPERATION

To use Group Call Pickup:

Dial the {Group Call Pick Up} feature code.

To use Direct Call Pickup:

1. Dial {Direct Call Pick Up} feature code.
2. Dial DN number to pick up the call.

ADMIN PROGRAMMING

Station Group

Station Group (PGM 200 - FLEX 5) … see details on page A-67

PGM 200	BTN	RANGE	DEFAULT
PICKUP OPTION -- stations can pickup group calls ringing at other stations in the group.	5	0: Disable 1: All Call 2: Intercom 3: External	Disable

Pickup Group (PGM 204) Numbering Plan … see details on page A-73

PGM 204	BTN	RANGE	DEFAULT
PICK UP CONDITION -- this entry defines pick up condition. (All/Internal/External)	1	0: All Call 1: Int Call 2: Ext Call	All Call
PICK UP MEMBER ASG -- assigns stations as members of a station pickup group.	2	-	-

Group Pick-Up Code (PGM 113) … see details on page A-19

BTN	FEATURE (PGM 113)	REMARK
33	Group Call Pickup	564

RELATED FEATURES

Group Call Pick-Up … see page 3-28

Push To Talk (PTT) Group

Each Phone can be assigned as a member of one or more of the System Push-To-Talk (PTT) groups. The Phone user may log-in or log-out of any one, or all PTT groups to which it is assigned. Once logged in, the user may place or receive one-way page announcements to/from other users who are logged in to the same PTT group. Additionally, each user can log in or log out PTT group using the {PTT Group Log-In/Out Feature Code}.

CONDITIONS

- Only a SADN can be assigned as a member of Paging Group (PTT Group).
- SIP Stations cannot be assigned to Paging Groups.
- PTT Group 0 is a specific PTT Group, so if a member of the PTT group 0 tries to make a PTT announcement, all of the members in all of groups will receive the announcement. Additionally, each group member can make PTT calls, then all members of Group 0 will receive the announcement.

OPERATION

Log-in PTT Group with Feature Code:

1. Dial the {PTT Group Log-In/Out Feature Code}; the PTT Group status and registration will be displayed.
2. Dial a PTT Group Number.

Log-out PTT Group with Feature Code:

1. Dial {PTT Group Log-In/Out Feature Code}; the PTT Group status and registration will be displayed.
2. Dial * (Log-Out Code).

To make a PTT Group Call:

1. Press the programmed {PTT} button.
2. When finished, press the {PTT} button to end the call.

ADMIN PROGRAMMING

Station Group

PTT Group (PGM 208) Numbering Plan … see details on page A-75

PGM 208	BTN	RANGE	DEFAULT
PTT MEMBER ASG -- this entry assigns stations as members of a PTT group.	1	-	-

PTT Group Log In/Out (PGM 113) … see details on page A-19

BTN	FEATURE (PGM 113)	REMARK
46	PTT Group Access	524 + PTT Group # (0-9) + * (Log out)

Command Conference Group

A Station or external telephone number can be assigned as a member of a Command Conference Group.

Stations and external contacts (up to 12 members) can be arranged in groups so that a user may create a conference with all members of the group through a single call. Additionally, the user can make paging calls with same group.

There are 2 kinds of Command Conference Groups:

- Command One Way: A user can make announcements (paging) to members of the Command Group.
- Command Conference: A user can make conference calls with members of the Command Group.

On-Hook Service – An internal user can receive a command call while the Station is On-Hook. When an internal user receives a command group call and the call goes unanswered, the System will make a recall to the user station.

One- or Both-Way Busy – When an internal user receives command group call while in busy status, the command group call is ignored, and can be queued. When an internal user receives a command group call while in busy status, the current call will be disconnected and the command group call automatically is connected.

OPERATION

To initiate a Command Group (One Way):

1. Dial the {One Way Command Group Call} feature code.
2. Enter the Command Group number.

To initiate a Command Group Conference:

1. Dial the {Conference Command Group Call} feature code.
2. Enter the Command Group number.

ADMIN PROGRAMMING

Station Data

Command Group Access (PGM 152) … see details on page A-46

Station Group

Command Conference Group … use Web Admin (PGM 206)

Numbering Plan

Command Group (PGM 113) … see details on page A-20

BTN	FEATURE (PGM 113)	REMARK
65	Command Call Conf	580

Interphone Group

To call Stations using a simple, one-touch digit, Stations can be gathered into an Interphone Group (up to 10 members).

OPERATION

To use the Interphone Group feature:

1. Dial {Interphone Group Access} feature code.
2. Dial One Digit.

ADMIN PROGRAMMING

Station Group

Interphone Group (PGM 209) … see details on page A-76

PGM 209	BTN	RANGE	DEFAULT
DGT DESTINATION -- this entry defines the digit destination of Interphone group.	1	Station Number	-

Numbering Plan

Interphone Group Access Code (PGM 113) … see details on page A-20

BTN	FEATURE (PGM 113)	REMARK
56	Inter-Phone Group Access	534

Paging Group

A Station is permitted to access page facilities for each Paging Group, to connect and transmit voice announcements to any or all System Paging Groups.

CONDITIONS

- Only SADN can be assigned as the member of a Paging Group.
- SIP Station cannot be assigned as member of a Paging Group.

OPERATION

To perform an Internal Page:

1. Dial {INT Page code}.
2. Dial Page Group number (01 – 30). To perform an External Page: 1. Dial {EXT Page code}.

ADMIN PROGRAMMING

Station Data

Page Access (PGM 134 - FLEX 2) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
PAGE ACCESS -- permits station to make page.	2	0:Disable 1:Enable	Enable

Meet-Me Access (PGM 134 - FLEX 3) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
MEET ME ACCESS -- enables ‘meet me’ feature when there is a page.	3	0:Disable 1:Enable	Enable

Page Group Access (PGM 151) … see details on page A-45

Station Group

Page Group (PGM 205) … see details on page A-73

PGM 205	BTN	RANGE	DEFAULT
PAGE MEMBER ASG -- assign stations as members of a Page group.	-	-	-

Numbering Plan

Internal Page Calling Answer Code (PGM 113) … see details on page A-18

BTN	FEATURE (PGM 113)	REMARK
15	Internal Page Answer (Meet-Me Page)	547

Station Message Detail Recording (SMDR)

Call Cost Display

Each SMDR call record includes a Cost field; a calculated estimate for the cost of the call. When set, the call cost will update in real-time and display on the Digital Phone LCD in place of the call duration.

The cost is determined by:

- Fixed charge per Call Meter Pulse
- ISDN Advice of Charge
- Estimated cost updated based on the Elapsed Call Timer and any assigned costing.

The technique selected to determine cost is based on the type of facility (analog CO, ISDN, or VoIP), services provided by the carrier, and the system database.

Analog CO – When the Call Metering Pulse service is available from the carrier, the system will apply the SMDR Cost per Unit Pulse and the SMDR Decimal to Call Metering received to estimate call cost.

When no “Metering Type” is selected, the system call duration is used with the cost/pulse and decimal values to estimate the cost of the call. The cost is updated periodically using the “Elapsed Call Timer” duration.

ISDN – ISDN providers may support Advice of Charge information in the ISDN Facility Message. If assigned, the system will employ this information to display and output the call cost.

VoIP – For VoIP calls, the system employs the call duration, cost/pulse and decimal values to establish a call cost estimate. The cost is updated periodically at intervals of the Elapsed Call Timer.

CONDITIONS

- If enabled, Call Cost display begins after the SMDR Start Timer expires, or at receipt of the first Call Meter Pulse.
- Once connected to the system, the call duration includes the total time the call is connected including periods when the call is on hold, in queue, etc.
- To enable Call Cost Display, the SMDR Cost per Unit Pulse and SMDR Decimal must be assigned; when not assigned, call duration is provided by the System.
- SMDR MAX record message number is 5000; alarm message is automatically received at the Attendant Station if recorded number is 4000 or 4500.

OPERATION

System When set, Call Cost is estimated automatically and output to Digital Phone displays and the SMDR RS-232 port.

ADMIN PROGRAMMING

CO Line Data

Metering Type (PGM 160 - FLEX 12) …see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
METERING TYPE -- According to PSTN service type, metering type can be selected among 00-12 to manage call charge. 01-06 can be applied to LCO lines, 07-12 can be applied to ISDN lines.	12	00: None 01: 12KHz 02: 16KHz 03: 50KHz 04: SPR 05: PPR 06: NPR 07: AOC 0(Standard) 08: AOC 1 (Italy & Spain) 09: AOC 2 (Finland) 10: AOC 3 (Australia) 11: AOC 4 (Belgium) 12: AOC 5 (Netherlands)	None

System Data

SMDR Cost per Unit Pulse (PGM 232 - FLEX 8) …see details on page A-94

PGM 232	BTN	RANGE	DEFAULT
CURRENCY UNIT -- The unit of currency used for call cost can be identified with 3 alpha characters for easy reference.	8	Max 3 characters	-

SMDR Fraction (PGM 232 - FLEX 9) …see details on page A-94

PGM 232	BTN	RANGE	DEFAULT
COST PER PULSE -- When metering is provided by the PSTN, the cost per metering pulse can be assigned.	9	6 digits	000000

RELATED FEATURES

Station Message Detail Recording (SMDR) … see page 3-183

Traffic Analysis … see page 3-246

CO/IP Call Warning Tone Timer … see page 3-43

HARDWARE

RS-323 device to capture SMDR

SMDR Call Records

SMDR provides detailed information on incoming and outgoing calls. Assignable options in the System database permit recording of all calls, all outgoing calls or toll calls and calls that exceed a fixed duration. Call records are output either upon completion of the call (real-time) or in response to a request from the System Attendant. SMDR may be sent periodically via e-mail to a defined e-mail address.

The various fields or items for a Call Record are:

- 8-digit Station call originator (terminating for incoming) filed
- 3-digit used CO line field
- 8-digit call duration field (HH:MM:SS)
- 8-digit year, month, and day (YY/MM/DD)
- 7-digit time of day call originator field
- 1 digit call identification digit-first digit in digit dial field
- 24-digit collected dialed digit field

- 5-digit pulse metering count field
- 10-digit call cost field
- 12-digit account code field

OPERATION

System

For real-time SMDR, records are output after completion of the call.

System Attendant

To print SMDR records (based on Station range):

1. Press the [PGM] button.
2. Dial 011 {SMDR Print code}.
3. Enter the desired station range.
4. Press the [SAVE] button.

To delete stored SMDR records (based on Station range):

1. Press the [PGM] button.
2. Dial 012 {SMDR delete code}.
3. Enter the desired station range.
4. Press the [SAVE] button.

To print Non-Station Based SMDR records:

1. Press the [PGM] button.
2. Dial 013 {SMDR Print code}.
3. Press the [SAVE] button.

To delete Non-Station Based SMDR records:

1. Press the [PGM] button.
2. Dial 014 {SMDR delete code}.
3. Press the [SAVE] button.

To print ALL SMDR records (all of SMDR):

1. Press the [PGM] button.
2. Dial 015 {SMDR print code}.
3. Press the [SAVE] button.

To delete All SMDR records (all of SMDR):

1. Press the [PGM] button.
2. Dial 016 {SMDR delete code}.
3. Press the [SAVE] button.

ADMIN PROGRAMMING

System

SMDR Attributes (PGM 232) … see details on page A-94

PGM 232	BTN	RANGE	DEFAULT
SMDR SERVICE -- SMDR Service Option. On-Line / Off-Line SMDR / SMDR-Interface / Email Service .can be enabled	1	0: Not Use 1: On-Line 2: Off-Line 3: On-Line/Off-Line 4: SMDR-Interface 5: SMDR E-Mail 6: Off-Line & E-Mail 7: On/Off-Line & E-Mail 8: Interface & E-Mail	0:Not Use
OUTGOING REPORT -- Outgoing Call Report Option for SMDR Service. If this option is set, outgoing call will be included at SMDR data	2	0:Off 1:On	0:Off
INCOMING REPORT -- Incoming Call Report Option for SMDR Service. If this option is set, incoming call will be included at SMDR data	3	0:Off 1:On	0:Off
ICM REPORT -- Internal Call Report Option for SMDR Service.If this option is set, internal call will be included at SMDR data	4	0:Off 1:On	0:Off
LOST CALL REPORT -- Outgoing or Incoming Lost Call Report Option for SMDR Service. If this option is set, CO lost call will be included at SMDR data	5	0:Off 1:On	0:Off
RECORD TYPE -- If set to on, LD calls are identified by the LONG DIST CALL DGT Counter; the system can record all outgoing calls or only long distance calls.	6	0:All Call 1:LD	0:All Call

PGM 232	BTN	RANGE	DEFAULT
LONG DIST CALL DGT CNT -- Dialed numbers, which exceed the assigned LD Digit count, are considered long distance calls for SMDR.	7	07-15	07
CURRENCY UNIT -- The unit of currency used for call cost can be identified with 3 alpha characters for easy reference.	8	Max 3 characters	-
COST PER PULSE -- When metering is provided by the PSTN, the cost per metering pulse can be assigned.	9	6 digits	000000
SMDR FRACTION -- Determines the position of the decimal in the Cost per Pulse, starting from the right-most digit.	10	0-5	0
HIDDEN DIALED DGT -- Determines the number of dialed digits to hide for security purposes, and replaced with "*". Button 13 below defines whether leading or trailing digits are hidden. In addition, the station must be assigned for SMDR HIDE, PGM CODE 131 button 7.	11	0-9	0
HIDDEN DGT POSITION -- When "HIDDEN DIALED DIGIT" is enabled, button 12 above, this field determines if leading or trailing digits are hidden.	12	0:Left 1:Right	1:Right
TRANSFER CHARGE MODE -- 1. INDIVIDUAL: When a call is transferred to another station, the transferred call is charged to two stations respectively. 2. INTEGRATE XFERING: When a call is transferred to another station, the call is charged to the transferring station. 3. INTEGRATE XFERED: When a call is transferred to another station, the call is charged to the transferred station.	13	0:Individual 1:Integrate Xfering 2:Integrate Xfered	0:Individual

PGM 232	BTN	RANGE	DEFAULT
TRANSFER CHARGE -- 1. NORMAL CHARGING: When Attendant make outgoing call and transfer this call to another station, the transferred will follow the Transfer Charge Mode. 2. ATD CHARGING: When Attendant makes outgoing call and transfers this call to another station, the call is charged to the Attendant. 3. XFERED CHARGING: When Attendant makes outgoing call and transfers this call to another station, the call is charged to the transferred station.	14	0:Normal Charging 1:Atd Charging 2:Xfered Charging	0:Normal Charging
WARNING TONE SVC -- if this option is enabled andSMDR service type is off-line, the system check free records space. And if free space is less than 1000, warning tone will be served as alarm to Attendant.	15	0:Off 1:On	0:Off
SMDR CONN TYPE -- This assigns port to be used for SMDR Interface. SMDR Interface is served through LAN or SIO.	16	0:SIO 1:LAN	0:SIO
- SMTP MAIL SERVER ADDRESS -- SMTP Mail Server IP Address.	Web Only	-	-
- SMTP MAIL SERVER PORT -- SMTP Mail Server Port Number		-	-
- SMDR REPORTED MAIL ADDRESS -- SMDR User Mail Address.		Max 64 characters	-
- SMDR SMTP MAIL SERVER ID -- SMTP Mail Server User ID		-	-
- SMDR SMTP MAIL SERVER PASSWORD -- SMTP Mail Server User Password		-	-
- SMDR SMTP SENDER ADD -- Sender Address of Reported SMDR E-Mail		Max 64 characters	-
- SMDR SMTP SEND WEEKLY SET -- Select SMDR Mail Send Day		N/A (Monday- Sunday)	N/A
- SMDR MAIL SEND DAILY SET -- Sets time-of-day for SMDR data to be sent on a daily basis (00 for no daily records, 01-23 for hour of the day).		00-23	00

PGM 232	BTN	RANGE	DEFAULT
- SMDR MAIL AUTO SEND MODE -- If the SMDR buffer is full, the system can automatically send a notification by e-mail.	Web Only	0:Off 1:On	1:On
- SMDR MAIL AUTO DELETE MODE -- Deletes SMDR records after sending e-mail.		0:Off 1:On	1:On

RELATED FEATURES

Call Cost Display … see page 3-183

Traffic Analysis … see page 3-246

Authorization Codes (Password) … see page 3-5

HARDWARE

RS-323 device to capture SMDR

System Admin Programming

Keyset Administration

The System database can be accessed and modified using the Keypad and Flex buttons of a Digital Phone. The Digital Phone LCD is employed to view items on the System database. The user may be required to enter a password for access to Keyset Admin. Based on a set-up of Multi-level passwords, the User may have access to specified System database program codes. For detailed information on database administration and maintenance, refer to the Admin. Programming Manual.

CONDITIONS

- Only stations assigned with Admin. access can enter and change System database items. As a default, the First station (Station 100, Administrator and/or Attendant) can access the database.

OPERATION

Keyset Administration operation is detailed in the Admin. Manual.

ADMIN PROGRAMMING

Station

Admin. Access (PGM 121 - FLEX 5) …see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
KEYSET ADMIN -- when an SLT extension attempts to transfer a CO call to a CO line it is blocked and the call is released.	5	0:Disable 1:Enable	Disable

System

Admin. Access Authority … use *Web Admin*

System Password (PGM 226) …see details on page A-89

PGM 226	BTN	RANGE	DEFAULT
USER PASSWORD -- Includes configurable database access in Web Admin., and cannot access Keyset Administration functions.	1	12 digits	none
ADMIN PASSWORD -- Includes configurable database access in Web Admin., and can access Keyset Admin.	2	12 digits	none
MAINT PASSWORD -- Includes full and unlimited access to database and maintenance functions.	3	12 digits	none

RELATED FEATURES

Web Administration … see page 3-193

Multi-Level Admin Access … see page 3-191

Multi-Level Admin Access

Access to the System Admin database is password protected. Up to three (3) levels of access to the database can be established by assigning a different password to each level.

- The Maintenance level has access to the entire database, all maintenance routines, and defines the Admin. Access Authority of the two remaining passwords.
- A User password can only access specific database items and cannot access Station Program pages.
- The Admin. password has access to specific database items as well as Station Program pages. In Web Admin, the Maintenance password user can establish the Access Authority for each password selecting the Admin. Program Codes available to each password level.

CONDITIONS

- Admin. Access Authority is defined only in Web Admin.; it cannot be defined using Keyset Admin.
- Admin. Access Authority applies to all Admin. access whether accessed via a Digital Phone, ISDN or IP channels.

OPERATION

Detailed operation of Admin. access and assigning access authority for each level is given in the Admin. Programming Manual.

ADMIN PROGRAMMING

Station

Keyset Admin (PGM 121 - FLEX 5) …see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
KEYSET ADMIN -- when an SLT extension attempts to transfer a CO call to a CO line it is blocked and the call is released.	5	0:Disable 1:Enable	Disable

System

Admin Access Authority … use *Web Admin*

System Password (PGM 226) …see details on page A-94

PGM 226	BTN	RANGE	DEFAULT
USER PASSWORD -- Includes configurable database access in Web Admin., and cannot access Keyset Administration functions.	1	12 digits	none
ADMIN PASSWORD -- Includes configurable database access in Web Admin., and can access Keyset Admin.	2	12 digits	none
MAINT PASSWORD -- Includes full and unlimited access to database and maintenance functions.	3	12 digits	none

RELATED FEATURES

Web Administration … see page 3-193

Web Administration

The System database can be accessed and modified using a Digital Phone, the LAN interface or an ISDN PRI line. Both the LAN and ISDN access the System Web server delivers the database as a set of Web pages to the a Web browser. Under the proper conditions, both also allow for remote access to the System database.

- For remote access with a LAN interface, the System must be assigned a remotely accessible IP address. The IP address should be fixed either as a public IP address or through a NAPT server with port forwarding. The User's browser should be pointed to the System IP address and the TCP port assigned in the System database.
- For an ISDN PRI, a Point-to-Point Protocol (PPP) connection can be established between a standard ISDN modem and the PRI board. The connection can be set-up over a normal or DID PRI line. The System will negotiate access using 2 User IDs and matching passwords assigned in the database. In addition, for DID access, the Called Party number must match the assigned System PPP destination. Once a connection is established over the PRI, the User Web browser can be opened and pointed to the System IP address and assigned a Port for access to the database.

When accessed, the System will return the Administration Web page. From this page, selecting Admin & Maintenance will return the login page where the user must enter a registered password. Based on the password entered, the user is permitted access to specified System program codes (refer to Admin. Programming Manual).

CONDITIONS

- For Web Admin., a password can be encrypted using the LG-Nortel Java Virtual Encryption plug-in. A Java Virtual Machine (MS or Sun) must be installed on the User PC to support password encryption.

OPERATION

Operation is detailed in the Admin. Programming Manual.

ADMIN PROGRAMMING

Pre-programmed Data

System IP Address Plan (PGM 108) … see details on page A-14

PGM 108	BTN	RANGE	REMARK
IP ADDR -- Public IP Address required for remote user and Web-admin. IPv4 format.	1	-	10.10.10..1
SUBNET MASK -- Used to register a Phonatge to the System, by entering its User ID and Password.	2	-	255.255.0.0

PGM 108	BTN	RANGE	REMARK
ROUTER IP ADDR -- IP Address of router for external network (WAN/IP) access. Required for shared voice and data LAN and remote Web access.	3	-	10.10.10.254
FIREWALL IP ADDR -- When the system is installed behind a NAPT server, the fixed IP Address provided by the NAPT server must be assigned in this field. Also, use this IP address for the MFIM address in remote devices.	4	-	0.0.0.0
DNS IP ADDR -- IP Address of Domain Name Server, which MBX IP will use to resolve URLs to an IP address. The DNS provides the resolution after receiving the name from MBX IP.	5	-	0.0.0.0
H.323 PORT -- H.323 UDP Port.	6	-	1720
SIP PORT -- SIP UDP Port.	7	-	5060
DHCP USAGE -- If this field is set to 'ON', the system gets the IP-address from the DHCP Server when it is booting.	8	-	Off
DIFFSERV -- Diff-Serv pretag value.	9	-	04

System

WEB Password Encryption (PGM 223 - FLEX 1) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
WEB ADM PSWD ENCRYPTION -- The Web Admin password can be encrypted for security using RC-6 block encryption A Java VM must be installed on the user's PC.	1	0: Off 1: On	0: Off

Admin Access Authority … use *Web Admin*

PRI PPP Web Admin Attributes (PGM 235) … see details on page A-102

PGM 235	BTN	RANGE	DEFAULT
PPP USAGE -- determines if PPP is enabled or disabled.	1	0:Off 1:On	0:Off
PPP DESTINATION NUMBER -- If the incoming capability is 64 Kbps unrestricted digital and the called party number matches the PPP destination number, the system will automatically answer the call and request PPP ID and password.	2	Station Number	None

PGM 235	BTN	RANGE	DEFAULT
PPP USER ID 1 -- System accepts this PPP ID 1.	3	Max 12 characters	None
PPP PASSWORD 1 -- The password entered is used to authorize PPP ID 1.	4	Max 12 characters	None
PPP USER ID 2 -- System accepts this PPP ID 2.	5	Max 12 characters	None
PPP PASSWORD 2 -- The password entered is used to authorize PPP ID 2.	6	Max 12 characters	None

RELATED FEATURES

Keyset Administration … see page 3-190

Multi-Level Admin Access … see page 3-191

Web User Manual

The Web Admin. User Guide is available on-line as part of Web services. The main Web page permits access to the Web User guide. The guide is an HTML document, which can be modified by replacing the HTML ROM image in the System with an external ROM image in accordance with the appropriate LG-Nortel R&D STI.

CONDITIONS

- Access to the User Guide is not password protected.
- To support local languages, the HTML ROM image of a translated Web User guide may be loaded into System memory.

OPERATION

Operation is detailed in the Admin Programming Manual.

RELATED FEATURES

Web Administration … see page 3-193

System DECT

The MBX IP System supports office building mobility employing Digital Enhanced Cordless Telecommunications (DECT). The DECT Base stations (GDC-400B/GDC-600B) connect to the Wireless Telephone Interface Module (WTIB). The WTIB manages up to 8 base stations; up to 2 WTIBs may be installed in the System. DECT handsets (GDC-400H and GDC-450H) can roam and maintain uninterrupted communications link to features and resources through the base station to the WTIB.

CONDITIONS

- Multiple WTIBs may be installed to support DECT.

OPERATION

DECT operation is automatic when configured.

ADMIN PROGRAMMING

DECT Data

DECT Registration (#0)

DECT Attributes (PGM 492).

HARDWARE

WTIBs GDC-400B/GDC-600B Base stations

GDC-400H/GDC-450H Handsets

System Networking

Centralized Control T-NET (LM)

The System supports Centralized Control T-NET (Transparent Network) as a role of the Local Mode (LM). If the MBX IP System is set for LM, all modules and terminals which are physically connected to the System can transparently access all the features and functions of the central MBX IP as well as connected resources. An MBX IP System set to work in Central Mode (CM) controls all remote modules and terminals connected to the System as if they are connected transparently without a local MBX IP System.

The voice connection provided locally will not be controlled by a central MBX IP system directly. Therefore, a VOIP channel should be configured for voice relay between phones in the Local MBX IP system and those in the Central office system.

This feature is not available at this time ...
This feature is not available at this time ...

Under normal circumstances, the Central MBX IP system controls devices in the Local MBX IP System. However, should the WAN connection between the Central system and remote devices fail, the Local MBX IP-System will assume Call Server responsibility for the local devices. The Local MBX IP-System provides local survivability and may provide PSTN back-up service (Fail-over) for internal calls that normally route over the WAN, based on configuration.

Under certain operating conditions, this equipment cannot be relied upon for Emergency calls. Alternative arrangements should be made for access to Emergency services.

CONDITIONS

- A VOIB channel in the Vertical-MBX IP System is required.
- In a Centralized Network, the maximum number of channels available is the maximum number of channels supported by the central MBX IP system.
- In a Centralized T-NET, miscellaneous functions (Relay support, MOH, BGM, Alarms and External Page) are not supported.
- When NAPT or other firewall functions are implemented, packet relay for RTP packets is required; packet relay requires VoIP channels for each simultaneous call desired.
- The local MBX IP System will take over operation of registered devices if the Central office does not respond to three consecutive poll attempts over a period of 10-102 seconds; once connection to the WAN is re-established, the central office will automatically re-gain control.
- The MBX IP system can be installed behind a NAPT, however Fixed NAT-Port forwarding is required for the host to be reachable using remote devices.

OPERATION

System -- Operation of Centralized Network is automatic when configured and defined.

ADMIN PROGRAMMING

T-Net Data

T-Net Attributes (PGM 330) … see details on page A-147

PGM 330	BTN	RANGE	DEFAULT
T-NET ENABLE -- enable T-NET function.	1	0: Off 1: On	Off

This feature is not available at this time...
This feature is not available at this time...

CM Attributes (PGM 331) … see details on page A-148

PGM 331	BTN	RANGE	DEFAULT
CH REGISTER REQ -- determines if the LM will attempt registration with the CM; must be set to ON for proper registration.	1	0:Off 1:On	On
CH IP ADDRESS -- This field defines the IP address of the CM that will be used by the LM.	2	IPv4 address	0.0.0.0
CH IPKTS PORT -- In the TNET environment, the IP KTS protocol signaling UDP port is defined; at present, this field is not used, do not change this port number.	3	0001-9999	5588
CH TOTAL PORT -- Determines if the total number of Ports the LM will request will be allocated by the CM for devices attached to the LM; this value must be equal to or less than the port count in the CM for the LM devices.	4	000-999	000
POLLING COUNT -- This field defines the maximum polling failures an LM considers a WAN fault.	5	00-99	05
POLLING INTERVAL -- This field defines the interval time between LM to CM polling attempts.	6	00-99	02

This feature is not available at this time...

Fail-over PSTN Attributes (PGM 333) … see details on page A-149

PGM 333	BTN	RANGE	DEFAULT
ENABLE FoPSTN -- Determines if Fail-over operation is enabled or disabled from the CM or LM.	1	0:Off 1:On	-
INIT FoPSTN TABLE -- Determines how to initialize the FO Table.	2	-	-
FoPSTN Attributes	3	1-100 (MBX IP-100) 1-200 (MBX IP-300)	-
FoPSTN NUM PLAN -- Station numbers associated with the remote System.	3-1	Max 16	-
FoPSTN CO GROUP -- Determines the CO Group of the Local System that will be used to place calls to the stations entered in the FO Numbering Plan, should a WAN failure occur.	3-2	1-24 (MBX IP-100) 1-72 (MBX IP-300)	-
FoPSTN TEL NUMBER -- Determines the telephone number the System should dial to place a call to the Stations entered in the FO Numbering Plan, should WAN failure occur.	3-3	Max 10	-

This feature is not available at this time...

This feature is not available at this time ...

T-Net Board Attributes (PGM 334) … see details on page A-150

IP Phone T-Net Enable (PGM 335) … see details on page A-150

Numbering Plan

T-NET Login/Logout Code (PGM 113) … see details on page A-21

BTN	FEATURE (PGM 113)	REMARK
84	T-Net Log-In/Out	586

HARDWARE

VOIB MBX IP System

Distributed Control Network

In the Distributed Control Network, each System maintains control over the devices registered to it. Networked systems communicate allowing other networked systems access to resources over the network.

In addition, other features and functions as detailed in the following sections of this manual are available to users provided by a distributed network environment. The System permits remote access to various resources through registered gateway Modules and Terminals.

In addition, the System will request access to resources of remote systems. A user-dialed number is analyzed and the call routed according to the NET Numbering Table. Should the main path fail to respond, the System re-routes the call employing the designated Alternative Speed Dial route.

The System supports 2 standard protocols (QSIG over ISDN, and H.450 over IP), for basic networking functions. QSIG employs ISDN PRI channels only with support for ESTI standards ETS 300-237/238/256/257/260/261/361/362/363/364.

CONDITIONS

- To use the networking features, software lock-key installation is required (available from LG-Nortel Distributor); there are two types of software lock-keys, for QSIG-based networking, and VOIP-based networking.
- Unified Dialing Plan (UDP) specifies that each Station can have a unique number up to 8 digits in the Networked Systems, depending on the Numbering Plan.
- An Alternative Speed Dial route can be used to place a call, but is not a Networked call, so Distributed Control Network features are not available.

OPERATION

Operation of Distributed Networking is automatic when configured and defined.

ADMIN PROGRAMMING

Numbering Plan

System Numbering Plan (PGM 111) … see details on page A-17

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + more digit can be 8 at max.
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

Voice Network

Voice Network (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0: Off 1: On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0: Off 1: On	On
NET CONP ENABLE -- Reserved for future usage.	3	0: Off 1: On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0: UUS 1: FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0: Off 1: On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0: Off 1: On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Voice Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock).	6	0: Overlap 1: Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking.	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address.	10	0: Off 1: On	On

Net Call

A Station user can make a call to a Station on another System by dialing just the Station number, as an Intercom call within the same System.

CONDITIONS

- Net call must be used without seizing a CO line.
- User hears an error tone if there is no idle networking path.
- In spite of ICM mode, the called party receives a ringing signal for Net Calls.

- When the System detects a fatal error from the Network, the System sends digit streams to the Network using the Alternate Dial bin (not a Net Call).
- The CO Call Restriction Timer is also applied to Net Call (PGM180 - FLEX 14).

OPERATION

To configure Net Call Numbering Plan programming:

Press [PGM] + 111 (Prefix Code) + (1) + Prefix code for Networking Numbering + [SAVE]

To perform a Net Call:

1. Lift Handset or press the [SPEAKER] button; dial tone will be provided.
2. Dial a Station number on another System, or press the {NET DSS} button for the other System.
3. The Station seizes the network CO Line according to the Net Routing Table, and the System sends a modified digit stream.
4. The called System receives a digit stream sent by the Calling Party, and analyzes it using the net routing table to determine the right destination, sending it to the Called Party (ring signal).
5. When Net Call is established, a network CO Line is used; when Net Call is cleared, the network CO Line is released.
6. The [Network CO] button LED will be extinguished when Net Call is cleared.

ADMIN PROGRAMMING

Numbering Plan

System Numbering Plan (PGM 111) … see details on page A-17

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + more digit can be 8 at max.
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

CO Line Data

CO Line Attribute (PGM 160) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
CO TYPE -- Displays physical line type of selected CO line.	1	Display Only	-
SVC TYPE -- Set CO line type as DID or Normal.	2	0:Normal 1:DID	Normal
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
TENANT NO -- Set Tenant group number to apply to CO lines.	5	1-9 (MBX IP-300) 1-3 (MBX IP-100)	1
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2
SIGNAL TYPE -- Set Answer Signal Type.	7	0: No Signal 1: Send Wink (IC) 2: Wait Seize Ack (OG) 3: Send Wink & Wait Sz Ack 4: Send & Wait Sans 5: Send Wink & Send Answer (IC) 6: Wait Ack & Send Answer (OG) 7: Send All & Wait All	No Signal

PGM 160	BTN	RANGE	DEFAULT
RLS TIMING -- If Release Timing is set to first release, CO line is released when one party release the call. If Caller or Called Release is set, CO line is released when caller or called party released the call.	8	0: First Release 1: Caller Release 2: Called Release	First RLS
INC/OUT MODE -- Each CO lines can be set to only incoming call is allowed or outgoing is allowed only.	9	0: Incoming Only 1: Outgoing Only 2: Allow Both	Both
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF
CHARGE MODE -- If 'FREE', the external call though CO line is not printed/saved to SMDR even though SMDR is enabled. If 'REPORT', the external call though CO, line is included to SMDR according to the SMDR Attributes.	11	0: Free 1: Report	Report
METERING TYPE -- According to PSTN service type, metering type can be selected among 00-12 to manage call charge. 01-06 can be applied to LCO lines, 07-12 can be applied to ISDN lines.	12	00: None 01: 12KHz 02: 16KHz 03: 50KHz 04: SPR 05: PPR 06: NPR 07: AOC 0(Standard) 08: AOC 1 (Italy & Spain) 09: AOC 2 (Finland) 10: AOC 3 (Australia) 11: AOC 4 (Belgium) 12: AOC 5 (Netherlands)	None

CO Line Attribute (PGM 161) … see details on page A-48

PGM 161	BTN	RANGE	DEFAULT
CO SERVICE MODE -- Determines if SIP/PRI, H.323/BRI or Qsig is selected for each VOIP(or ISDN) lines.	1	1: SIP/PRI 2: H.323 3: Qsig 4: T1 PRI 5: T1 Qsig	SIP/PRI
DROP TYPE -- LCO line drop type.	2	0:Loop 1:Polarity Reverse	Loop
FLASH TYPE -- LCO line Flash type.	3	0:Loop 1:Ground	Loop
FLASH TMR -- CO Flash Timer.	4	001-300	050
OPEN LOOP TMR -- Open Loop Timer.	5	00-20 (100ms base)	00
LINE LENGTH -- LCO line length.	6	0: 0km 1: 3km 2: 5km 3: 7km	0km
ZONE NO -- Zone number of CO lines.	7	1-9	1
PROMPT LANGUAGE -- VMIB Prompt Index.	8	1-3	1
GAIN TABLE IDX -- Determines Gain Table for CO line.	9	1-3	1

Station

CO/IP Group Access (PGM 150) … see details on page A-45

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On

PGM 320	BTN	RANGE	DEFAULT
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0:Net 1:Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0:Off 1:On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0:Overlap 1:Enblock	Overlap

PGM 321	BTN	RANGE	DEFAULT
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0:Off 1:On	On

Net Transfer

A Station User can transfer any kind of CO call to a Station on other systems by pressing the [TRANS] button and dialing a transfer destination Station, as a Call Transfer within the same system. There are two kinds of Transfer, Screened and Unscreened.

NOTE: There are two kinds of standard transfer method in QSIG and H.450; Transfer by Join and Transfer by Rerouting. The main difference is how the connecting path is controlled between the transferring and transfer destination Stations. Transfer by join uses an additional connecting path for transferring the call to another station. Transfer by rerouting, uses a new connecting path to transfer the call and the old connecting path of transferring station is cleared.

CONDITIONS

- If both of the transferred and destination Stations are located on the same system, the networking path is cleared; the transfer call will be setup as an Intercom call.
- The Transfer will be canceled when the transferring Station User presses the flashing [CO line access code] or [TRANS] button.
- Net Transfer calls do not recall at the origination Station.
- The User will hear an error tone if the Networking Path is unavailable.
- Net transfer is not activated at a Busy station.

OPERATION

To perform a Screened Transfer to another Station on a different Networked System:

1. Press the [TRANS] button at a Station during a CO Line conversation; the CO line is placed on Exclusive Hold.
2. Dial the destination Station number on another System to transfer the call; the Station on the other System receives a ring signal.
3. Announce the call when the call is answered; the CO Call is held in Exclusive Hold while the Station communicates with the destination Station.
4. Hang-up to complete the transfer.

To perform an Unscreened Transfer to another Station on a different Networked Station:

1. Press the [TRANS] button at a Station during a CO Line conversation; the CO line is placed on Exclusive Hold.
2. Dial the destination Station number on another System to transfer the call; the Station on the other System receives a ring signal.
3. Hang-up to complete the transfer.

ADMIN PROGRAMMING

Numbering Plan

System Numbering Plan (PGM 111) … see details on page A-17

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + more digit can be 8 at max.
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

CO Line Data

CO COS (PGM 177) … see details on page A-63

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

CO to CO Attribute (PGM 179) … see details on page A-63

PGM 179	BTN	RANGE	DEFAULT
STATION OUTGOING CALL TRANSFER -- while stations are connected to outgoing CO call of first CO Group, the station can transfer the call to second CO group.	1	0: Off 1: On	On
OUTGOING CALL TRANSFER -- while ATD is connected to outgoing CO call of first CO Group, the ATD can transfer the call to second CO group.	2	0: Off 1: On	On
OUTGOING CALL TRANSFER RELEASE TYPE -- if outgoing CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	3	0: None 1: Release after Release Timer	None
OUTGOING CALL TRANSFER RELEASE TIME -- if an outgoing CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnecting, a warning tone is provided.	4	000-300 (sec)	060
INCOMING CALL TRANSFER DIRECTLY -- if this feature is set to ON, CO incoming call can be transferred directly without any stations or ATD to transfer the call.	5	0: Off 1: On	Off
STATION INCOMING CALL TRANSFER -- while stations are connected to incoming CO call of first CO Group, the station can transfer the call to second CO group.	6	0: Off 1: On	On
ATD INCOMING CALL TRANSFER -- while ATD is connected to incoming CO call of first CO Group, the ATD can transfer the call to second CO group.	7	0: Off 1: On	On
INCOMING CALL TRANSFER RELEASE TYPE -- If incoming CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	8	0: None 1: Release after Release Timer	None
INCOMING CALL TRANSFER RELEASE TIME -- If an incoming CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnected, warning tone is provided.	9	000-300 (sec)	060

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0:Net 1:Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-

PGM 321	BTN	RANGE	DEFAULT
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0:Off 1:On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0:Overlap 1:Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0:Off 1:On	On

Identification Service

When a user makes a Net Call, the System provides the name registered at the Station to the Called Party between Systems.

OPERATION

If set, CNIP operation is automatic.

ADMIN PROGRAMMING

Numbering Plan

System Numbering Plan (PGM 111) … see details on page A-17

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + more digit can be 8 at max.
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0:Net 1:Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-

PGM 321	BTN	RANGE	DEFAULT
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0:Off 1:On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0:Overlap 1:Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0:Off 1:On	On

Call Completion

There are two kinds of Call Completion:

- Completion of Calls to Busy Subscribers (CCBS) – After calling a User on another System using basic call and encountering a busy tone, a Station-user can be notified when the busy destination of another system becomes idle. If the user wants to make a call to the destination when that notification is received, the call can be reinitiated to the destination of the other system again.
- Completion of Calls on No Reply (CCNR) – After calling a User in another System using basic call and encountering No Reply (No Answer), the caller can set to be notified when the destination becomes idle again. If the caller wants to make a call to the destination when notification is received, the call can be reinitiated to the destination on the other System again.
- CONDITIONS
- A stand-alone IP Phone that supports H.450 can activate Call Completion.
- A station can leave or have only one callback message, and a new request will be left as a message wait indication on the busy Station.

- A voice message cannot be left even though the VMIM/VSF is installed at a local System.
- If the Call Originator does not answer the Call Back ring within Net Timer, the call will be cleared.
- There are two modes: Connection Mode and Connectionless Mode; this can be set at PGM 320 - FLEX 8.

OPERATION

To perform a CCBS (Call Back):

1. Dial the Station of the other System.
2. When a busy tone is received, the User can either,
   (a) Press the [CALLBK] button,
   (b) Press [TRANS] button and dial {Call Back Register Feature Code},
   OR
   (c) Dial the Call-Back digit set as Tenant Intercom Busy One-Digit service.
3. The call is cleared after the confirmation tone is received.
4. When the busy station returns to Idle; the originator will receive a Call Back ring.
5. When the originator answers the call-back ring, a new call to the Called Station will be activated.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS

PGM 320	BTN	RANGE	DEFAULT
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0:Net 1:Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0:Off 1:On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0:Overlap 1:Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0

PGM 321	BTN	RANGE	DEFAULT
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0:Off 1:On	On

Numbering Plan

System Numbering Plan (PGM 111) … see details on page A-17

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + more digit can be 8 at max.
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

Feature Numbering Plan (PGM 113) … see details on page A-18

System

Intercom Busy One-Digit Service (PGM 237) … see details on page A-103

PGM 237	BTN	RANGE	DEFAULT
STEP CALL -- determines if Step Call is enabled or disabled.	1	0: Disable 1: Enable	Disable

PGM 237	BTN	RANGE	DEFAULT
DIGIT 1 -- when accessing a busy tone, User may dial for one of the one-touch services.	2	0: N/A 1: Call-Back 2: Camp On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	0: N/A
DIGIT 2 --	3		
DIGIT 3 --	4		
DIGIT 4 --	5		
DIGIT 5 --	6		
DIGIT 6 --	7		
DIGIT 7 --	8		
DIGIT 8 --	9		
DIGIT 9 --	10		
DIGIT 0 --	11		
DIGIT * --	12		Call Wait
DIGIT # --	13		Voice-Over

Call Offer

A busy user on one node can be given notification that another call is waiting from another node. It is similar to the Camp-On function.

CONDITIONS

- Call Offer is only applied to a Station that in Busy status.
- During Conference or Paging, Call Offer is not activated.
- The System does not support the standard QSIG specification path reservation mode.

OPERATION

To activate Call Offer:

1. Dial a Station number on another System; when busy tone is received, press the [Call Wait] button, or {Call Wait Feature Code}.
2. The Busy Station will receive an Off-Hook Muted Ring; the calling station will hear a ring-back tone instead of a busy-tone.

To answer the Call Offer:

1. Press the flashing CO line button while receiving a muted ring.
   OR
2. The muted ring is changed to a normal CO ring the current call is disconnected; the offered call then can be answered.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

Numbering Plan

System Numbering Plan (PGM 111) … see details on page A-17

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + more digit can be 8 at max.
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

Feature Numbering Plan (PGM 113) … see details on page A-18

System Data

Intercom Busy One-Digit Service (PGM 237) … see details on page A-103

PGM 237	BTN	RANGE	DEFAULT
STEP CALL -- determines if Step Call is enabled or disabled.	1	0: Disable 1: Enable	Disable
DIGIT 1 -- when accessing a busy tone, User may dial for one of the one-touch services.	2	0: N/A 1: Call-Back 2: Camp On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	0: N/A
DIGIT 2 --	3		
DIGIT 3 --	4		
DIGIT 4 --	5		
DIGIT 5 --	6		
DIGIT 6 --	7		
DIGIT 7 --	8		
DIGIT 8 --	9		
DIGIT 9 --	10		
DIGIT 0 --	11		
DIGIT * --	12		Call Wait
DIGIT # --	13		Voice-Over

Net Conference

Net Conference is generally the same as the Conference feature, with the additional specification that a Networked Station can be assigned as a conference member. A call to a Station on one node can conference-in a party on any other node. Members of the conference can consist of up to 3 stations on the network.

CONDITIONS

- Multi-line conference time is not applied on networked 3-party conference

OPERATION

To perform Net Conference:

1. Press the [CONF] button during a Net Call conversation.
2. The existing call is placed on hold and an ICM dial tone is provided.

3. Make a Net Call to another Station on another node.
4. Press the [CONF] button when the 3rd party answers.
5. The second call is placed on Hold and an ICM Dial tone is provided.
6. Press the [CONF] button again at the Master Station; all parties will be connected.

To clear a Net Conference:

1. Any Station in the Net Conference can hang-up during the conference.
2. After all parties disconnect, the net conference will be cancelled and the network path will be cleared.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001

PGM 320	BTN	RANGE	DEFAULT
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE'' button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

Message Waiting Indication (MWI)

Message Waiting Indication (MWI) is the same as Calling Line Indication (CLI) message wait service. On a normal ISDN call, a Station can leave a Message Wait for an unavailable station on another node (CLI message wait must be enabled). MWI is indicated by the CLI message on the Station LCD panel. Additionally, it can be supported by supplementary service (without CLI) by pressing the {MSG WAIT} button when the Net Call Ring-Back tone is received.

CONDITIONS

- MWI only can be registered at the Station hearing a ring back tone.
- MWI notification is displayed at the Called Station LCD.
- When the System presents the Call-Back according to MWI data, the CO Line is selected within the Network CO group.

OPERATION

To register and retrieve MWI:

1. Initiate a Net Call to another station on another node; the caller will hear a Ring-Back tone.
2. While hearing the Ring-Back tone, the caller can either,
   a.) Press the [MSG/Callbk] button.
   OR
   b.) Press the [TRANS] button and dial the {Message Wait Register Feature Code}.
3. MWI is left to the called station, and a flashing [MSG/Callbk] button indicates the message waiting.
4. At the called Station, press the flashing [MSG/Callbk] button; the Calling Station number is displayed.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On

PGM 320	BTN	RANGE	DEFAULT
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with oyher systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap

PGM 321	BTN	RANGE	DEFAULT
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

Numbering Plan

System Numbering Plan (PGM 111) … see details on page A-17

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + more digit can be 8 at max.
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

Feature Numbering Plan (PGM 113) … see details on page A-18

Net Call Forward (Unconditional / Busy / No-Answer)

A User can remotely forward to another Station immediately over the network. NOTE: The System supports both Rerouting and Join methods according to Admin. Programming.

CONDITIONS

- If both the Originating and Forwarded To Stations are located within the same System, the Networking Path will be cleared; the Forwarded Call will be setup as Intercom Call.
- The System does not check the status of the diverted-to station in DND, CFW or Empty.

OPERATION

To activate Net Call Forward:

1. Lift handset, or press the [Speaker] button.
2. Dial {Net Call Forward code}.
3. Dial 0 (Remote Forward).
4. Dial the Station Number to forward calls (register).
5. Enter the Station password.
6. Press * or # key.
7. Select Net Call Forward Type (1:Unconditional, 2:Busy, 3:No Answer).
8. Dial the Net Call Forward Station Number on another node.
9. Press the [SAVE] button.

To deactivate Net Call Forward:

1. Lift handset, or press the [Speaker] button.
2. Dial {Net Call Forward code}.
3. Dial 0 (Remote Forward).
4. Dial the Station Number to forward calls (register).
5. Press * or # key.
6. Enter the Station password.
7. Press the [AVE] button.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off

PGM 320	BTN	RANGE	DEFAULT
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-

PGM 321	BTN	RANGE	DEFAULT
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

CO Transit-In

The incoming DID call can reroute to a Net Call destination on another System.

CONDITIONS

- Outside caller hears a busy tone when a Networking Path is not available during transit.
- A Network CO Line is seized automatically, and the call will be transferred to the Network Destination; the destination will receive ringing with CLI from PX, however the outside User will hear a Ring-Back tone.
- Both the outside User and the Destination Station will be connected when the destination station answers the ringing.

OPERATION

CO Line programming:

Press [PGM] + 177 (CO COS) + Select the desired Incoming CO Line + Assign COS 01-15 (Toll Exception Table is also applied to Transit Calls).

If configured, CO Transit-In operation is automatic.

ADMIN PROGRAMMING

CO Line Data

CO COS (PGM 177) … see details on page A-63

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

CO Transit-Out

This feature enables a user to maximize use of the network and reduce call costs by routing outgoing calls to the nearest appropriate point on the network. The system should provide sufficient digit translation or string analysis options to enable the switch to route the call correctly. A sub-system with no public network connection can gain access to public network using the Main System connection.

Refer to the Administration Programming Manual for a full description of programming for this function.

CONDITIONS

- To use CO transit-out, the Sub-System User must seize the CO Line.
- The Original Station COS will receive toll restriction as configured.
- The Outside Caller will hear a busy tone if a Networking Path is not available during the Transit-Out attempt.

OPERATION

To use CO Transit-Out, perform the following:

1. A Station of a Sub-System seizes a CO line.
2. The Dummy CO Dial tone (PRI=real dial tone) is provided from the Main System or the Sub-System; according to the CO Dial Send Mode (En-Block or Overlap), the origination of the CO Dial tone is determined.
3. Dial the Telephone number of Public Network User; the Called Station will receive the ringing, and Station placing the call will hear the Ring-Back tone.
4. When Call is answered, the public network telephone and the station of sub-system will be connected.

ADMIN PROGRAMMING

CO Line Data

CO COS (PGM 177) … see details on page A-63

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

CO to CO Attribute (PGM 179) … see details on page A-63

PGM 179	BTN	RANGE	DEFAULT
STATION OUTGOING CALL TRANSFER -- while stations are connected to outgoing CO call of first CO Group, the station can transfer the call to second CO group.	1	0: Off 1: On	On
OUTGOING CALL TRANSFER -- while ATD is connected to outgoing CO call of first CO Group, the ATD can transfer the call to second CO group.	2	0: Off 1: On	On

PGM 179	BTN	RANGE	DEFAULT
OUTGOING CALL TRANSFER RELEASE TYPE -- if outgoing CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	3	0: None 1: Release after Release Timer	None
OUTGOING CALL TRANSFER RELEASE TIME -- if an outgoing CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnecting, a warning tone is provided.	4	000-300 (sec)	060
INCOMING CALL TRANSFER DIRECTLY -- if this feature is set to ON, CO incoming call can be transferred directly without any stations or ATD to transfer the call.	5	0: Off 1: On	Off
STATION INCOMING CALL TRANSFER -- while stations are connected to incoming CO call of first CO Group, the station can transfer the call to second CO group.	6	0: Off 1: On	On
ATD INCOMING CALL TRANSFER -- while ATD is connected to incoming CO call of first CO Group, the ATD can transfer the call to second CO group.	7	0: Off 1: On	On
INCOMING CALL TRANSFER RELEASE TYPE -- If incoming CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	8	0: None 1: Release after Release Timer	None
INCOMING CALL TRANSFER RELEASE TIME -- If an incoming CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnected, warning tone is provided.	9	000-300 (sec)	060

CO Group Access (PGM 180) … see details on page A-65

PGM 180	BTN	RANGE	DEFAULT
ACCESS CODE NAME -- When a CO Grp Access code is dialed or Flex Button is pressed; name is displayed on the station's LCD.	1	Max 16 chars	-
CO LINE CHOICE -- Decide to select to CO line priority to seize. NOTE: When Outgoing Group Number is not assigned, this option is not applied.	2	0: Round Robin 1: Last Line 2: First Line	Last Line

PGM 180	BTN	RANGE	DEFAULT
OUTGOING GRP NO -- Determines the CO Group number used to seize. NOTE: If not assigned, the access code is used as LOOP key.	3	01-72 (MBX IP-300) 01-24 (MBX IP-100)	Not assigned to the first access code. 01-72 (MBX IP-300) 01-24 (MBX IP-100) is assigned sequentially from the second access code
AND DGT -- Automatic Network Dialing (AND) digit is sent after CO line seized. This feature allows user to initiate CO calls only by dialing CO Group Access Code.	4	Max 10 digits	-
ARS SERVICE -- If Alternate Route Selection (ARS) is set, ARS digit is dialed instead of CO Group Access code when there is no available path.	5	0: Off 1: On	Off
ARS DGT 1 -- Alternate CO Group Access code to be used when original CO Group Access code failed to find available CO line.	6	Max 8 digits	-
ARS 1 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	7	0: Off 1: On	Off
ARS DGT 2 -- Second alternate CO Group Access code to be used when original CO Group Access code and first ARS code failed to find available CO line.	8	Max 8 digits	-
ARS 2 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	9	0: Off 1: On	Off

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On

PGM 320	BTN	RANGE	DEFAULT
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap

PGM 321	BTN	RANGE	DEFAULT
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

Do-Not-Disturb (DND)

A call to a Station in DND mode can be denied though it is received from a Station on another System; the calling party will receive a busy tone.

CONDITIONS

- When a Station is in DND mode, the [Station] button of the DND Station will flash (BLF manager must be activated).

OPERATION

To use DND in a Networked environment:

1. Press the [DND] button to activate DND mode.
2. When a Station on another System calls in to the Station in DND mode, the busy tone will be received, and DND will display on the LCD.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE'' button to input X).	2	8 digits	-

PGM 321	BTN	RANGE	DEFAULT
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

Attendant Call (CAS)

An Attendant Call from any node can be routed to the Centralized Attendant (CAS); the call will be queued when all Centralized Attendants are busy.

CONDITIONS

- A Recall Call is not routed to CAS on the Master System.
- The CAS DN Number can be converted to Attendant Call code using the Digit Conv. Table.
- An Attendant Call can be rerouted to CAS according to the Forward type and Destination.
- If all Attendants press [DND] button, CAS will be covered by the Night Attendant Group.
- If the Forward Destination of Night Attendant group is CAS, the Attendant Call will be routed to CAS.

OPERATION

If programmed, Attendant Call operation is automatic.

ADMIN PROGRAMMING

Tenant Data

Attendant Attribute (PGM 272 - FLEX 3 - FLEX 5) … see details on page A-124

PGM 272	BTN	RANGE	DEFAULT
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-

Night Attendant Group Assign (PGM 275) … see details on page A-126

PGM 275	BTN	RANGE	DEFAULT
NIGHT ATTD GR TYPE -- NightDetermines the type of Night Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0: Terminal
NIGHT ATTD GR NAME -- Determines the name of the night Attendant group.	2	Max 16	-
NIGHT MEMBER ASG -- Assigns Stations as members of a Night Attendant group.	3	-	-

Digit Conv. Table (PGM 251, PGM 252) … see details on page A-107

PGM 251	BTN	RANGE	DEFAULT
APPLY T-TYPE -- The Apply time type to be applied when the dialed digit is dialed.	1	0:Unconditional 1:Follow DNT 2: Follow LCR	Unconditional
DIALED DIGITS -- The dialed digits.	2	Max 16 digits	-
UNCOND CHANGED -- The CO Group Access Code and digits to be sent to PX when the dialed digit is pressed if Apply time type is 'unconditional'.	3	Max 16 digits	-
DAY CHANGED -- The CO Group Access Code and digits to be sent to PX in Day when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	4	Max 16 digits	-
NIGHT CHANGED -- The CO Group Access Code and digits to be sent to PX in Night when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'	5	Max 16 digits	-
TIMED CHANGED -- The CO Group Access Code and digits to be sent to PX in Timed when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	6	Max 16 digits	-
D1/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	7	Max 16 digits	-
D1/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	8	Max 16 digits	-
D1/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	9	Max 16 digits	-
D2/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	10	Max 16 digits	-
D2/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	11	Max 16 digits	-
D2/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	12	Max 16 digits	-

PGM 251	BTN	RANGE	DEFAULT
D3/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	13	Max 16 digits	-
D3/T2 CHANGED -- The digits to be dialed in 'Day 3/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	14	Max 16 digits	-
D3/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	15	Max 16 digits	-
DNT TIME INDEX -- Day/Night/Timed Time Table Index.	16	1-9, none	none
LCR TIME INDEX -- LCR Time Table Index.	17	1-9, none	none
NAME -- When DID destination starts to ring, the name is displayed on the ringing station's LCD.	18	Max 16 digits	-
APPLY OPTION -- The Apply Option can be applied according to the caller.	19	0:All 1:Station 2:CO Line 3:Diable	0:All

PGM 252	BTN	RANGE	DEFAULT
DISPLAY CONV. DIGIT -- If it is set to ON, the station LCD is updated to the dialed digits when alerting message is received from the PX after dialing.	1	On/Off	Off
PRINT CONV. DIGIT -- If it is set to ON, the dialed digits are printed to the SMDR.	2	On/Off	Off

Voice Network

Network Basic Attribute (PGM 320) … see details on page A-145

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On

PGM 320	BTN	RANGE	DEFAULT
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan (PGM 321) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap

PGM 321	BTN	RANGE	DEFAULT
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

BLF Presentation

Stations on one node are able to program a busy lamp appearance at an extension on another node. The Busy Lamp Field (BLF) key can also be used to call the remote extension. The BLF presentation can be utilized with BLF manager software based on programming settings.

CONDITIONS

- If BLF manger S/W is used for BLF Presentation, the BLF manager should be installed at one system for completely networked systems.
- The number of Net DSS can be restricted according to the capability of each system.
- When a flexible button on a station is assigned as the [NET DSS] button of another system, the system serves as local BLF to indicate the status of the station.
- CO BLF is not supported, and also ringing signal does not update a status of that station (ICM / CO / Transfer / CO Recall ring).

OPERATION

BLF function is automatic.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320 - FLEX 6-10) … see details on page A-146

PGM 320	BTN	RANGE	DEFAULT
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Application

BLF Manager Software

Centralized Voice Mail

This function can support that all voice mail occurred in all systems can be recorded in an external VMS.

CONDITIONS

- The number of the centralized VMS should use the representative number of voice mail group created in master system.
- The numbering plan including the representative of mail access assigned in master system should be included in the numbering plan of QSIG group in slave system.

OPERATION

Refer to the External Voice Mail function … see page 3-86.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320, FLEX 6 & 7) … see details on page A-146

PGM 320	BTN	RANGE	DEFAULT
BLF USAGE -- Used to set Networking BLF service.	6	0: Off 1: On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000

Network Numbering Plan Table (PGM 321, FLEX 8 & 9) … see details on page A-146

PGM 321	BTN	RANGE	DEFAULT
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500

DECT Mobility

When one DECT is registered to more than two networked systems at the same time and the user of DECT moves to another networked system, the incoming call to DECT will be routed to the appropriate networked system automatically.

CONDITIONS

- DECT mobility information is sent through the LAN port of MPB.
- The physical port number of the DECT should be same as on whole systems.
- DECT must be registered to more than two systems for this functionality to work (refer to the Vertical DECT Installation Manual).

OPERATION

DECT Mobility is automatic.

ADMIN PROGRAMMING

Voice Network

Network Basic Attribute (PGM 320 - FLEX 6-10)

PGM 320	BTN	RANGE	DEFAULT
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with other systems for Voce Networking (Reserved).	10	-	0.0.0.0

Network Numbering Plan Table (PGM 321 - FLEX 8)

PGM 321	BTN	RANGE	DEFAULT
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0

Traffic Analysis

The System monitors, stores and periodically or upon request outputs various traffic statistics covering System resources. The output from the System can be used to:

- Monitor and evaluate system performance
- Observe usage trends and recommend possible corrective actions,
- Determine possible trunk problems (ex., blocking level too high), and/or
- Recommend System upgrades.

The Traffic report selected by the Attendant will be output only upon request. It is sent to the defined System RS-232 or TCP port.

System resources covered by Traffic Reports are:

- Tenant Call Summary Report (Hourly)
- Call Type Summary Report (Hourly)
- CO Group Summary Report (Hourly)

CONDITIONS

- Traffic Reports printing can generate Attendant, Call Summary and CO/IP Summary Traffic Reports.

OPERATION

System Attendant

To print a Tenant Traffic Report:

1. Press the [PGM] button.
2. Dial 021 {Tenant Traffic Report code}.
3. Select Tenant number (0: All, or 1-9)
4. Select Day Information (0: Yesterday, 1: Today)
5. Press the [SAVE] button.

To print a Call Type Traffic Report:

1. Press the [PGM] button.
2. Dial 022 {Call Type Traffic Report code}.
3. Select Day Information (0: Yesterday, 1: Today)
4. Press the [SAVE] button.

To print a CO Group Traffic Report:

1. Press the [PGM] button.
2. Dial 023 {CO Group Traffic Report code}.
3. Select Day Information (0: Yesterday, 1: Today)
4. Press the [SAVE] button.

ADMIN PROGRAMMING

System Data

RS-232 Port Settings (PGM 230) … see details on page A-92

PGM 230	BTN	RANGE	DEFAULT
BAUD RATE -- Establishes the BAUD rate for the RS-232 serial port.	1	1: 9600 2: 19200 3: 38400 4: 57600 5: 115200	5:115200
PAGE BREAK -- The system can send a page break command over the serial port at the end of each page.	2	0:Off 1:On	0:Off
LINE PER PAGE -- Determines Page length, the number of lines the system will send before sending a Page break.	3	001-199	66
XON/XOFF -- Enables XON/XOFF protocol.	4	0:XOff 1:XOn	0:XOff

Serial Port Function Selections (PGM 231) … see details on page A-93

PGM 231	BTN	RANGE	DEFAULT
ON LINE SMDR -- Defines the serial port or TCP channel used for the On-line SMDR.	1	0-5	COM
OFF LINE SMDR -- Defines the serial port or TCP channel used for Off-line SMDR.	2	0-5	COM
SMDI -- Defines the serial port or TCP channel used for the SMDI output.	3	0-5	COM1
CALL INFO -- Defines the serial port or TCP channel used to receive Call Information output.	4	0-5	COM

PGM 231	BTN	RANGE	DEFAULT
TRAFFIC -- Defines the serial port or TCP channel used for the TRAFFIC report output.	5	0-5	COM
TRACE -- Defines the serial port or TCP channel used for the Trace output.	6	0-5	COM
ADMIN -- Defines the serial port or TCP channel used for the ADMIN Report output.	7	0-5	COM

RELATED FEATURES

SMDR Call Records … see page 3-185

HARDWARE

Printer

System Time Management

The System provides 9 system time zones, applied to all Time related features. The System time table consist of Weekly, LCR, and Holiday. A user can select the System Time zone, Daylight and Ring mode for each time table. The following are contained in the Time tables.

- Directory Number
- Incoming CO
- Outgoing CO
- Station Group
- Pilot Hunt Group
- DNT Time / LCR Time
- Tenant

OPERATION

System

Time Management is automatic when programmed.

ADMIN PROGRAMMING

Table Data

System Time Table (PGM 253) … see details on page A-110

PGM 253	BTN	RANGE	DEFAULT
TIME ZONE COMMENT-- defines the comment of the Time Table.	1	32 characters	none
SYSTEM TIME ZONE -- defines the Time Zone of the Time Table	2	0-73	0: Sys Time
DAYLIGHT SAVINGS -- defines Daylight Saving Time of Time Table.	3	On/Off	Off
RING MODE -- defines the ring mode of Time Table.	4	0: Day 1: Night 2: Timed	0:Day
AUTO RING MODE -- defines the Auto Ring mode of the Time Table.	5	On/Off	Off

Weekly Time Table (PGM 254) … see details on page A-111

PGM 254	BTN	RANGE	DEFAULT
Monday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	1	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Tuesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	2	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Wednesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	3	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Thursday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	4	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

PGM 254	BTN	RANGE	DEFAULT
Friday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	5	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Saturday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	6	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Sunday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	7	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

LCR Time Table (PGM 255) … see details on page A-112

PGM 255	BTN	RANGE	DEFAULT
DAY ZN -- For each day of the week, a Day Zone (1 to 3) is assigned. The active Day Zone is the Zone assigned to the current day of the week (Flex button 1-7).	1	FLEX 1-7 + 1-3	Zone 1: All days of the week
DAY ZONE 1 -- This entry defines the time zone of day zone 1 when Day Zone 1 is active.	2	00-24	00-24
DAY ZONE 2 -- This entry defines the time zone of day zone 2 when Day Zone 2 is active.	3	00-24	-
DAY ZONE 3 -- This entry defines the time zone of day zone 3 when Day Zone 3 is active.	4	00-24	-

Holiday Time Table (PGM 256) … see details on page A-113

PGM 256	BTN	RANGE	DEFAULT
CALENDAR TYPE -- Defines Calendar Type for Holiday Table.	1	Lunar/Gregorian	Gregorian
HOLIDAY DATE -- Defines Holiday Date for Holiday Table.	2	MM/DD	None

System Database Backup To USB

The system database can be downloaded to USB memory card automatically on MPB based on programmed intervals.

ADMIN PROGRAMMING

System Data

DB Auto Download, Weekly (PGM 223 - FLEX 9) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
DB AUTO DOWNLOAD(WEEK) -- Determines when system database downloads to USB automatically,	9	0: Off 1: On	0: Off

DB Download Time (PGM 223 - FLEX 10) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
DB DOWNLOAD (TIME) -- Sets the time for system database download to USB automatically.	10	00-23	00

HARDWARE

USB Interface

Tenant Group

One System can be divided into several systems; each Station and Co line is assigned to a specific Tenant Group. Stations in a group are allowed or denied the ability to place intercom calls to Stations in other groups on a Group-by-Group basis.

Each Tenant Group has an Attendant Group. If a user dials 0 {Attendant Call Feature Code}, the call is routed to the assigned Attendant Group. Additionally, the assigned Attendant member can control the Day/Night Ring mode for Stations in the group switching from Day to Night mode. Each Group is assigned a separate Auto Ring Mode Table for changing the Ring and COS mode automatically during the Day and Night service mode (as applicable).

CONDITIONS

- A Station denied access will return an Error tone when attempting to make a call to a particular Tenant Group.
- Tenant does not affect the Station Numbering Plan in the system; all stations in the System must have different Station numbers even if they are assigned to different Tenancy groups.
- When the Attendant of a Tenant Group sets Day/Night/Timed mode, it will affect only the assigned Tenant Group.

OPERATION

System

Operation of Tenant Groups is automatic when programmed.

ADMIN PROGRAMMING

Tenant Data

Tenant Data Settings (PGM 270-290) … see details on page A-121 through page A-138

Station Data

Station Tenant No. (PGM 131 - FLEX 2) … see details on page A-33

PGM 131	BTN	RANGE	DEFAULT
TENANT GROUP -- specify tenant group for station.	2	1-9 (MBX IP 300) 1-5 (MBX IP 100)	1

CO Line Data

CO Tenant No (PGM 160 - FLEX 5) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
TENANT NO -- set Tenant group number to apply to CO lines.	5	1-9 (MBX IP-300) 1-3 (MBX IP-100)	1

Universal Answer (UA)

UA allows a user to be alerted via an external loud bell and answer defined CO/IP calls by dialing a UA code. While primarily intended for alternate answering, UA will also function in other modes providing UA in all service modes. Calls will appear on the {CO}/{IP} appearance or a {DN} button. An External Control Contact can be assigned to activate an external Loud Bell to alert users of incoming calls. Digital Phones may program a Flex button as a {UA} button.

CONDITIONS

- System will search a CO line for UA from first accessible CO line.

OPERATION

Digital Phone

To assign a Flex button as a {UA} button:

Press [PGM] + {FLEX} + Button Feature Type (1) + {UA Feature Code} + [SAVE]

To access an incoming UA call:

1. Lift the handset or press the [SPEAKER] button.
2. Dial {UA Feature Code}; the UA call is connected.
   OR
3. Lift the handset or press the [SPEAKER] button.
4. Press the {UA} button; the UA call is connected.

Single Line Phone

To access an incoming UA call:

1. Lift the handset.
2. Dial {UA Feature Code}.

ADMIN PROGRAMMING

Numbering Plan

Universal Answer Code (PGM 113) … see details on page A-21

BTN	FEATURE (PGM 113)	REMARK
85	Universal Answer	587

CO Line Data

Universal Answer (PGM 166 - FLEX 7) … see details on page A-52

PGM 166	BTN	RANGE	DEFAULT
UNIVERSAL ANSWER -- If this feature is set to ON, any station to answer a call on the CO Line by dialing the Universal Answer feature code.	7	0: Off 1: On	Off

RELATED FEATURES

Loud Bell Control (LBC) … see details on page 3-115

VMIB Integrated Auto Attd/Voice Mail

VMIB

The Voice Message Interface Board (VMIB) includes processing and memory for the System integrated Auto-Attendant, Voice Mail and System announcement applications. The memory is employed to store Auto-Attendant announcements, voice mail, greetings and messages, and various system prompts. The System prompts (time, date, etc.) are employed by the Auto-Attendant and Voice Mail applications as well as other system features.

VMIB-Auto Attendant

When a call comes in to the System through an ICM Call, a DID or a DISA line, the call may be routed to one of 70 User-recorded VMIB Announcements. An announcement is assigned as a Station Group announcement or as an Auto-Attendant announcement with Caller Controlled Routing (CCR). Station Group announcements are played when a call is routed to the group based on definitions in Station Group Attributes.

For an Auto-Attendant Announcement the System will play the announcement and monitor for digits from the connected external party. A CCR Table defines a dialed digit (0-9, #, and ✶) to a designated route; each individual digit corresponds with a route:

- Station
- Station Group
- CO Group Access Code
- Internal Page Zone
- Voice Mail Access Code
- CCR Access Code + VMIB Announcement
- CCR Access and Drop Code + VMIB Announcement

- Conference Room
- Net number

In addition, the System will monitor digits for a Station number; if the User dials a Station number, the Auto-Attendant will complete an unsupervised call transfer to the station.

CONDITIONS

- There are no individual time limits on Auto-Attendant announcements.
- The external caller may experience a Ring-Back tone before playback of a VMIB announcement.
- The Attendant Station must “Save” a recording before returning to the on-hook state, otherwise the existing recording is used and new recording will be lost.
- To record or delete an Auto-Attendant message, all of the VMIB channels must be in the idle state.
- The external caller may dial at any time during an Auto Attendant announcement and must dial prior to the expiration of the CCR Analysis timer.
- If the external caller dials an invalid selection or station, the System will present the Invalid Entry prompt and initiate a re-entry according to the DISA Retry Counter.
- If the external caller dials more than a single digit, the call is routed based on the System Numbering Plan.
- Calls answered by an Auto-Attendant (CCR) Announcement are interactive DISA calls and are subject to conditions of a DISA call.
- A CCR Announcement may be programmed to disconnect the call after playing.
- The Auto-Attendant Announcement feature is supported for DISA and DID calls.
- To allow back-tracking in call routing, assign one of the CCR destinations of a current step as the CCR announcement number for the previous step.
- The remote Caller’s voice mailbox access can be supported by assigning the {VMIB Access Code} to a CCR destination.

OPERATION

System Attendant

To record an Auto-Attendant Announcement:

1. Press the [PGM] button.
2. Dial ‘062’, the Message Record code.
3. Dial the VMIB slot number.
4. Dial the Announcement number (01-70).

5. Enter the Language number (1-3, if supported); the announcement “Press the # key to record,” will be presented. If there is already a recorded message in the number dialed, the corresponding message will be played.
6. Dial ‘#’.
7. After the beep-tone, record message.
8. Press the [SAVE] button to stop recording and save the message.

To delete a recording:

1. Press the [PGM] button.
2. Dial 062 {Message Record code}.
3. Dial the VMIB slot number.
4. Dial the Announcement number (01-70).
5. Enter the Language number (1-3, if supported); the announcement “Press the # key to record,” will be heard. If there is already a recorded message in the number dialed, the corresponding message will be played.
6. Press the [SPEED] button during playback to erase message System Operation of CCR Audio Text Tables and Auto-Attendant are automatic.

ADMIN PROGRAMMING

Tables

CCR Tables (PGM 260) … see details on page A-115

PGM 260	BTN	RANGE	DEFAULT
CCR TABLE -- the destination of CCR input digit; the destination can be a Station number, Station group number or Feature code. NOTE: For Feature codes, refer to the Numbering Plan for the applicable codes.	1-12	Max 8 digits	-

HARDWARE

VMIB

VMIB Voice Mail

Message Storage

When a station activates Call Forward to the {VMIB Access Feature Code}, the call is transferred to a VMIB mailbox or a transferred call recalls to the VMIB, the call is handled by the System's Voice Mail application. The caller can connect with the called Station User Greeting followed by a beep tone.

A remote Caller can record a message and hang-up or dial * for further options. When disconnected, the VM application will store the message in the Called User Voice Mailbox and activates the Message Waiting Indication (MWI) at the User Station. If VM back-up is assigned at the back-up station, Phontage or UCS Client is also notified.

CONDITIONS

- Two timers are provided to control voice message length:
  - VMIB-Message Minimum Record Timer: establishes the minimum voice message length; voice messages shorter than this timer are not stored.
  - VMIB-Message Maximum Record Timer: establishes the maximum voice message length; when the VMIB-Message Maximum Record Timer expires while a voice message is being recorded, a confirmation tone is heard and the message is saved for the destination station.
- If all VMIB channels are in use, a Ring-Back tone is provided until a VMIB channel is available.
- All active Stations including SLTs can leave and receive voice messages.
- Individual User Greetings and Voice Mails are protected from loss of AC power.

OPERATION

Remote Caller

To leave a voice message:

1. After receiving the Greeting and beep on an attempted call, record the desired message.
2. Hang up to quit recording or dial * for further options.

ADMIN PROGRAMMING

System Data

VMIB-Message Minimum Record Timer (PGM 220 - FLEX 7) … see details on page A-85

PGM 220	BTN	RANGE	DEFAULT
CO RECALL NO ANS TMR -- No answer timer for recall CO ring	7	001-600 (seconds)	30

VMIB-Message Maximum Record Timer (PGM 220 - FLEX 8) … see details on page A-85

PGM 220	BTN	RANGE	DEFAULT
CO FWD NO ANSWER TMR -- No answer timer for forward CO ring	8	001-600 (seconds)	30

Numbering Plan

VMIB Access Code (PGM 113) … see details on page A-19

BTN	FEATURE (PGM 113)	REMARK
39	VMIB Access	523

Station Data

Station VMIB Attributes (PGM 145) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1
AUTO-RECORD SERVICE -- Determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable
TWO WAY RECORD ACCESS -- When allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable
TWO-WAY RECORD DEVICE -- Determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards

PGM 145	BTN	RANGE	DEFAULT
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable
VMIB MSG TYPE -- Messages stored in the VMIB may be retrieved in either a FIFO (first-in-first-out) or LIFO (last-in-first-out) order based on this entry.	8	0: LIFO 1: FIFO	LIFO
VMIB NEW MSG NO -- Display the number of new messages.	9	-	-
VMIB SAVE MSG NO -- Display the number of saved messages.	10	-	-

HARDWARE

VMIB

Message Retrieval

A user can access their Mailbox locally from a Digital Phone by dialing the {VIMB Access Feature Code}, by pressing the [MSG/CALLBK] button, or by pressing a pre-assigned {VMAILBOX} Flex button when Off-Hook receiving Intercom dial tone. Prompts are presented to guide the User in the Voice Mailbox operation. The User must enter a Mailbox number (Station number), and a corresponding password in response to the Request for Mailbox number (“Please enter your Mailbox number.”) and Request for Password ("Please enter your password code.") prompts. Additional prompts and mailbox operation is described in Operation, or refer to your Phone or Voice Mail User Guide.

CONDITIONS

- If no new/old messages are available, pressing 1 or 2, is an invalid operation and the User receives the “Invalid Entry” prompt or “No Message” prompt.
- If the dialed number is not recognized, the "Invalid Entry" prompt is played; after the second invalid entry, the User is disconnected.
- The User may dial digits at any time during Voice Mail playback, System Prompt or silence; the user must dial a digit in response to a System Prompt within the CCR Analysis timer or the System will return an error tone and disconnect the call.
- Messages can be retrieved in either a FIFO (First in First out) or LIFO (Last in First out).

OPERATION

Digital Phone

To assign a {VMAILBOX} Flex button:

Press [PGM] + {FLEX} + Button Feature Type(1) + {VMIB Access Feature Code} + [SAVE]

To retrieve Voice Mail locally:

1. Lift the handset or press the [SPEAKER] button
2. Press [MSG/CALLBK] button.
3. Dial 2 to select VMIB Messages; the Mail Box & Password prompts will be played.
4. Enter the Mailbox (Station number) and corresponding password; if entry is valid, the Number of Messages prompt will be presented.
5. Dial desired option code,
   1: Play New Messages
   2: Play Saved Messages
   8: Set Greeting or Password
   #: Disconnect
   0: Operator
   9: Replay Prompt
6. Following selection, additional prompts will be presented.
7. At completion of session, hang-up to return to idle.

OR

1. Lift the handset or press the [SPEAKER] button
2. Press {VMAILBOX} button.
3. Enter the Mailbox password corresponding to the Station; if entry is valid, the Number of Messages prompt will be presented.
4. Dial desired option code (refer to Step 5 above).
5. Following selection, additional prompts will be presented.
6. At completion of session, hang-up to return to idle.

To attach a memo to the current voice message:

1. After message playback, dial 7 during or after message option prompt.
2. Following the beep, record the desired memo.
3. Press * key to stop recording and store the memo.
4. During or after the New/Old Option Prompt, dial to forward the message and memo.

Single Line Phone

To retrieve Voice Mail locally:

1. Lift the handset.
2. Dial the {VMIB Access Feature Code}; the Mailbox & Password will be presented sequentially.
3. Enter the Mailbox number (Station number) and corresponding password; if entry is valid, the Number of Messages prompt will be presented.
4. Dial desired option code,
   1: Play New Messages
   2: Play Saved Messages
   8: Set Greeting or Password
   #: Disconnect
   0: Operator
   9: Replay Prompt
5. Following selection, additional prompts will be presented.
6. At completion of session, hang-up to return to idle.

To attach a memo to the current voice message:

1. After Message Playback, dial 7 during or after Message Option Prompt.
2. Following the beep, record the desired memo.
3. Dial * to stop recording and store the memo.
4. During or after the New/Old Option Prompt, dial 4 to forward the message and memo.

ADMIN PROGRAMMING

Station

Station VMIB Attributes (PGM 145) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1
AUTO-RECORD SERVICE -- Determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable

PGM 145	BTN	RANGE	DEFAULT
TWO WAY RECORD ACCESS -- When allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable
TWO-WAY RECORD DEVICE -- Determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable
VMIB MSG TYPE -- Messages stored in the VMIB may be retrieved in either a FIFO (first-in-first-out) or LIFO (last-in-first-out) order based on this entry.	8	0: LIFO 1: FIFO	LIFO
VMIB NEW MSG NO -- Display the number of new messages.	9	-	-
VMIB SAVE MSG NO -- Display the number of saved messages.	10	-	-

Numbering Plan

VMIB Access Code (PGM 113) … see details on page A-19

BTN	FEATURE (PGM 113)	REMARK
39	VMIB Access	523

RELATED FEATURES

Message Retrieval Options … see details on page 3-265
Remote Message Retrieval … see details on page 3-263
Multiple Voice Mailbox Support … see details on page 3-121

HARDWARE

VMIB

Remote Message Retrieval

The System permits remote Users access to their Mailbox. After accessing the VMIB Voice Mail, operation follows the local procedures.

CONDITIONS

- The conditions associated with Message Retrieval and Message Retrieval Options apply.
- The conditions associated with DISA/DID apply.

OPERATION

Remote Caller

To access Voice Mailbox from a remote location:

1. Lift the handset.
2. Dial the telephone number of a DISA assigned CO Line assigned for answer by a VMIB Auto-Attendant.
   OR
3. Dial a Station Group number assigned for answer by a VIMB Auto-Attendant.
4. Upon answer, dial {VIMB Access Feature Code}; the Request for Mail Box Number prompt will be presented.
5. Follow local access procedures.

ADMIN PROGRAMMING

Station

Station VMIB Attributes (PGM 145) … page A-43

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1
AUTO-RECORD SERVICE -- Determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable
TWO WAY RECORD ACCESS -- When allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable

PGM 145	BTN	RANGE	DEFAULT
TWO-WAY RECORD DEVICE -- Determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable
VMIB MSG TYPE -- Messages stored in the VMIB may be retrieved in either a FIFO (first-in-first-out) or LIFO (last-in-first-out) order based on this entry.	8	0: LIFO 1: FIFO	LIFO
VMIB NEW MSG NO -- Display the number of new messages.	9	-	-
VMIB SAVE MSG NO -- Display the number of saved messages.	10	-	-

Numbering Plan

VMIB Access Code (PGM 113) … page A-19

BTN	FEATURE (PGM 113)	REMARK
39	VMIB Access	523

RELATED FEATURES

Message Retrieval Options … see page 3-265

VMIB - Auto Attendant … see page 3-254

Message Retrieval … see page 3-259

HARDWARE

VMIB

Message Retrieval Options

The user may dial the digit 9 to receive the VM Long Options prompt while in the Voice Mailbox, including during or after a Voice Message or System Prompt except when an option has been selected that requires user dialing. The VM Long Options prompt is:

"To play New Messages, press 1. To play Saved Messages, press 2. To set Station Forwarding, press 7 (available only for remote access). To set Greeting or Password, press 8. To Disconnect, press #. Press 0 for the Operator. Press 9 to hear this message again."

The VMIB Voice Mail will respond to incoming digits as shown in the following table.

VMIB Voice Mail Input

Digit	Function	Prompt
1	Play New Msg	--
2	Play Saved Msg	--
7	Set Cancel/Fwd	--
8	Mail Box Setting	Mailbox Settings (greeting/password)
9	VM Long Options	VM Long Options
#	Drop	Goodbye
0	Attendant Group Call	Call to System Attendant

When the user responds by dialing 1, the first New Message is played. At the end of message playback, the New Message option prompt is presented:

> “To Replay Message, press 1. To listen to the next Message, press 2. To Delete Message, press 3. To Forward Message, press 4. To Call the Sender, press 5. To Skip Message, press 6. To return to Main Menu, press 9.”
>
> This process is repeated until the last new message is played and the No Message prompt (“No Messages") is played.

When the user dials 2 in response to the Number of Messages prompt, the Oldest Saved Message is played.

> At the end of Message Playback, the Old Message option prompt is presented: “To Replay Message, press 1. To listen to the next Message, press 2. To Delete Message, press 3. To Forward Message, press 4. To Call the Sender, press 5. To return to Main menu, press 9.”
>
> This process is repeated until the last new message is played and the No Message prompt (“No Messages") is played.

In addition to the options indicated in the prompt, a user can dial 7 to record a memo and attach it to the current voice mail. The current voice mail and memo can then be sent to other users.

When the user dials 9 in response to the Number of Messages prompt, or during or at the end of a message the VM Long Options prompt is played.

CONDITIONS

- The User must begin dialing within the CCR Analysis timer in response to a system prompt; if the timer expires, the User will receive an error tone and the System will disconnect the call.
- When the call sender option results in an external call, dialing restrictions will be applied based on the Station COS.
- If the User remains Off-Hook after a call placed through the Voice Mail is complete, the User will be returned to the previous place in the Voice Mailbox. If the user hangs up, the VMIB will Recall the User, and will present the Request Mailbox Number prompt.

OPERATION

Digital Phone

To access a Message Retrieval option:

At any time after the Number of Messages prompt, dial a Message Retrieval Option digit; the System initiates the selection providing any subsequent prompts.

Single Line Phone

To access a Message Retrieval option:

At any time after the Number of Messages prompt, dial a Message Retrieval Option digit; the System initiates the selection providing any subsequent prompts.

ADMIN PROGRAMMING

Station

Station VMIB Attributes (PGM 145) … page A-43

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1
AUTO-RECORD SERVICE -- Determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable
TWO WAY RECORD ACCESS -- When allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable

PGM 145	BTN	RANGE	DEFAULT
TWO-WAY RECORD DEVICE -- Determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable
VMIB MSG TYPE -- Messages stored in the VMIB may be retrieved in either a FIFO (first-in-first-out) or LIFO (last-in-first-out) order based on this entry.	8	0: LIFO 1: FIFO	LIFO
VMIB NEW MSG NO -- Display the number of new messages.	9	-	-
VMIB SAVE MSG NO -- Display the number of saved messages.	10	-	-

Numbering Plan

VMIB Access Code (PGM 113) … page A-19

BTN	FEATURE (PGM 113)	REMARK
39	VMIB Access	523

RELATED FEATURES

Message Retrieval … see page 3-259

Remote Message Retrieval … see page 3-263

Voice Mailbox Settings … see page 3-270

Class of Service … see page 3-63

HARDWARE

VMIB

E-Mail Notification

The System stores VMIB voice messages and sends an e-mail to the e-mail address associated with the station as notification of the new e-mail. The voice message is attached to the e-mail as a .wav file.

CONDITIONS

- Voice Messages are stored in the VMIB as well as being attached to the e-mail. The Voice Message must be deleted from the VMIB even if the e-mail is deleted.
- The e-mail will be sent to the address assigned for the Station with the Sender address defined for the VMIB. NOTE: The Sender address must be defined, as many e-mail servers will reject anonymous e-mails.
- The e-mail address for the VMIB and the station is defined under the Web Admin.
- The Voice message can be attached to the e-mail notification as a .wav file, if the Attach Message option is enabled. If disabled, the notification e-mail does not include an attached .wav file.
- The format of SMTP Mail Server Address can be IPv4 address-form or URL-form. To use the URL-form address, DNS IP Address (PGM108-5) must be configured beforehand.

OPERATION

System

If configured, System automatically sends e-mail to notify User of new Voice Messages.

ADMIN PROGRAMMING

Pre-Programmed Data

Station VMIB Attribute (PGM 108) … page A-14

PGM 108	BTN	RANGE	REMARK
IP ADDR -- Public IP Address required for remote user and Web-admin. IPv4 format.	1	-	10.10.10..1
SUBNET MASK -- Used to register a Phonatge to the System, by entering its User ID and Password.	2	-	255.255.0.0
ROUTER IP ADDR -- IP Address of router for external network (WAN/IP) access. Required for shared voice and data LAN and remote Web access.	3	-	10.10.10.254

PGM 108	BTN	RANGE	REMARK
FIREWALL IP ADDR -- When the system is installed behind a NAPT server, the fixed IP Address provided by the NAPT server must be assigned in this field. Also, use this IP address for the MFIM address in remote devices.	4	-	0.0.0.0
DNS IP ADDR -- IP Address of Domain Name Server, which MBX IP will use to resolve URLs to an IP address. The DNS provides the resolution after receiving the name from MBX IP.	5	-	0.0.0.0
H.323 PORT -- H.323 UDP Port.	6	-	1720
SIP PORT -- SIP UDP Port.	7	-	5060
DHCP USAGE -- If this field is set to 'ON', the system gets the IP-address from the DHCP Server when it is booting.	8	-	Off
DIFFSERV -- Diff-Serv pretag value.	9	-	04

Station Data

Station VMIB Attribute (PGM145) … page A-43

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1
AUTO-RECORD SERVICE -- Determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable
TWO WAY RECORD ACCESS -- When allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable
TWO-WAY RECORD DEVICE -- Determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-

PGM 145	BTN	RANGE	DEFAULT
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable
VMIB MSG TYPE -- Messages stored in the VMIB may be retrieved in either a FIFO (first-in-first-out) or LIFO (last-in-first-out) order based on this entry.	8	0: LIFO 1: FIFO	LIFO
VMIB NEW MSG NO -- Display the number of new messages.	9	-	-
VMIB SAVE MSG NO -- Display the number of saved messages.	10	-	-

SMTP Mail Server IP Address … use *Web Admin*

User Mail Address

SMTP Mail Server ID

SMTP Mail Server Password

Attach Message Option

RELATED FEATURES

VMIB Integrated Auto Attd/Voice Mail … see page 3-254

HARDWARE

VMIB

Voice Mailbox Settings

The User can program personal Mailbox settings including a security password and a greeting. When a user presses 8 while retrieving messages, the Mailbox Setting prompt, (“To edit your greeting, press 1. To edit your password, press 2. To return to Main Menu, press 9.”) is played.

CONDITIONS

- If the User is external (remote), the User must begin dialing within the CCR Analysis time, if not the call is released.
- If the dialed number is not recognized, the Invalid Entry prompt is played.
- The User must assign a password (Authentication Code= up to 12 digits) before access to the mailbox will be allowed.

NOTE: NOTE: Greeting does not need to be recorded.

OPERATION

To program Mailbox settings while using the Voice Mailbox:

Press 8 (Mailbox settings), the Mailbox Setting prompt is presented.

To modify the Password:

1. Dial 2, the Password Entry prompt will be presented (“Please enter your new password and press # when finished.").
2. Enter desired new password and then press the # key; the Reenter Password prompt will be presented ("Please re-enter your password to confirm and press # when finished.").
3. Enter the new password again, then press the # key; the Password Confirmation prompt is presented ("Your password is saved.").

To modify the Greeting:

1. Dial 1, the Greeting Option prompt will be presented ("To listen to your current Greeting, press 5. To Record a new Greeting, press 7. To return to the Main Menu, press 9.”).
2. Dial 5, to hear your Greeting.
   OR
3. Dial 7, the Record Greeting prompt is presented ("At the tone, record your new greeting, press # when done.").
4. After the beep, record Greeting speaking in a normal voice.
5. When finished, press the # key, the Greeting Confirmation prompt is presented ("Your greeting is saved.").

To modify Mailbox Settings:

Dial 9, the Mail Box Setting prompt is presented (“To edit your greeting, press 1, to edit you password, press 2. To return to main menu, press 9”).

RELATED FEATURES

Message Storage … see page 3-257
Message Retrieval … see page 3-259
Remote Message Retrieval … see page 3-263
Message Retrieval Options … see page 3-265

HARDWARE

VMIB

Call Forward from VMIB

External Users can activate or deactivate Call Forward for their station. Pressing 7 while retrieving messages will return the Mailbox Set Forward prompt.

CONDITIONS

- If the User is external (remote), the User must begin dialing within the CCR Analysis time and dial subsequent digits within the VMIB Inter-Digit Timer; if not the call is released.
- Mailbox Set Forward is only available for External Users.

OPERATION

To activate Call Forward while using the VM:

1. Press 7 for Mailbox Set Forward, the corresponding prompt is received.
2. Dial 1, the Password Entry prompt is presented ("Please enter the number to forward to ...").
3. Dial the desired Station Number as follows: - To Forward to another Station, dial the Station number and press the * key. - To Forward Calls Off-Net, dial CO seize number and dial phone number press the * key.

To deactivate Call Forward:

1. Press 7 for Mailbox Set Forward, the corresponding prompt is received.
2. Dial 2, the Station Forwarding Cancel prompt is presented. To return to the Main menu 1. Dial 9, the Mailbox Settings prompt.

ADMIN PROGRAMMING

Station Data

Station VMIB Attributes (PGM 145) … page A-43

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1
AUTO-RECORD SERVICE -- Determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable

PGM 145	BTN	RANGE	DEFAULT
TWO WAY RECORD ACCESS -- When allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable
TWO-WAY RECORD DEVICE -- Determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable
VMIB MSG TYPE -- Messages stored in the VMIB may be retrieved in either a FIFO (first-in-first-out) or LIFO (last-in-first-out) order based on this entry.	8	0: LIFO 1: FIFO	LIFO
VMIB NEW MSG NO -- Display the number of new messages.	9	-	-
VMIB SAVE MSG NO -- Display the number of saved messages.	10	-	-

Numbering Plan

VMIB Access Code (PGM 113) … page A-19

BTN	FEATURE (PGM 113)	REMARK
39	VMIB Access	523

RELATED FEATURES

Message Storage … see page 3-257

Message Retrieval … see page 3-259

Remote Message Retrieval … see page 3-263

Message Retrieval Options … see page 3-265

HARDWARE

VMIB

Delete All VM Messages

All User VM Messages can be deleted using the {Delete All VM Delete} feature code.

OPERATION

To delete all a user's VM Messages:

1. Dial {Delete All VM Delete} feature code.
2. Enter User's Authorization code.
3. Dial 1 (Delete All).

ADMIN PROGRAMMING

System Data

Delete All VM Message Code (PGM 113) … see details on page A-21

BTN	FEATURE (PGM 113)	REMARK
87	Delete All VM Message	681

Direct VM Transfer

Internal/External Calls can be directly transferred to a designated Station Voice Mail Box.

CONDITIONS

- VMIB Access option must be ON.
- If VMIB channel is all used, recalling is served to transferring station.

OPERATION

To activate Direct VM Transfer:

1. While on a CO/ICM Call.
2. Press [Trans] button and dial the {Direct VM Transfer} feature code.
3. Dial desired Station Number.
4. Go on-hook; VM Transfer will be completed.

ADMIN PROGRAMMING

System Data

Direct VM Transfer Code (PGM 113) … see details on page A-21

BTN	FEATURE (PGM 113)	REMARK
89	Direct VM Transfer	683

NomadSP Message Backup and Delete

MBX IP Softphone (NomadSP or UCS Clients) can be notified of voice mail for a Registered Station on MIB boards. Softphone users can check their own voice mail and hear recorded voice mail of registered stations. Also, Softphone users can backup voice mail to their PC, and then can manage their voice mails. User can delete voice mail on VMIB boards, according to their assigned authority.

CONDITIONS

- Phontage backup will be operated when messages are saved at VMIB boards.
- If Backup Message Delete is executed, voice mails at target station will be deleted in VMIB boards.

OPERATION

Message Backup and Delete function is automatic (refer to Softphone User Guide for user operation).

ADMIN PROGRAMMING

Station Data

Record Message Backup Phontage Number (PGM 145 - FLEX 6) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-

Backup Message Delete (PGM145 - FLEX 7) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable

System Voice Memo

This feature provides several general Voice Memos to provide the System Time and Date as well as Station number, and settings over the Digital Phone speaker or the handset for SLTs.

CONDITIONS

- For Station Status, items from “Listed message x” to “COS x” will be not be announced if not active.

OPERATION

Digital Phone

To hear Date & Time Prompt:

1. Dial {System Voice Memo Announcing Date/Time code}.
2. Announcement for Date & Time is heard, “Date is May 2nd. Time is xx:xx pm.”

To hear Station Number Prompt:

1. Dial {System Voice Memo Announcing Station Number code}.
2. The Station number announcement for Station is heard, “This is station 150.”

To hear Station Settings:

1. 1Dial {System Voice Memo Announcing Station Configuration code}.
2. Status for the Station is reported. Items reported are as follows:
   - Station IP Address
   - Station Mac Address
   - Station ICM Mode (Handsfree/Tone/Privacy)
   - Listed message x (x: number of all messages waiting)
   - Wake-Up Time (hh:mm)
   - Do not disturb - COS x

Single Line Phone

To hear Date & Time Prompt:

1. Lift the handset.
2. Dial {System Voice Memo Announcing Date/Time code}.
3. Announcement for Time is heard, “Date is May 2nd.Time is xx:xx pm.”

To hear Station Number Prompt:

1. Lift the handset.
2. Dial {System Voice Memo Announcing Station Number code}.
3. Announcement for Station is heard, “This is station 150.”

To hear Station Settings:

1. Lift the handset.
2. Dial {System Voice Memo Announcing Station Configuration code}.
3. Status for Station is reported. Items that will be reported are as follows:
   - Station number
   - Station IP Address
   - Station Mac Address
   - Station ICM Mode Handsfree/Tone/Privacy)
   - Listed message x (the number of all messages waiting)
   - Wake-Up Time (hh:mm)
   - Do Not Disturb
   - Queued CO/IP xx
   - Locked (temporary COS change)
   - COS x

ADMIN PROGRAMMING

Station Data

Station VMIB Attributes (PGM 145) … page A-43

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1
AUTO-RECORD SERVICE -- Determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable
TWO WAY RECORD ACCESS -- When allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable
TWO-WAY RECORD DEVICE -- Determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable
VMIB MSG TYPE -- Messages stored in the VMIB may be retrieved in either a FIFO (first-in-first-out) or LIFO (last-in-first-out) order based on this entry.	8	0: LIFO 1: FIFO	LIFO
VMIB NEW MSG NO -- Display the number of new messages.	9	-	-
VMIB SAVE MSG NO -- Display the number of saved messages.	10	-	-

Numbering Plan

VMIB Access Code (PGM 113) … page A-19

BTN	FEATURE (PGM 113)	REMARK
39	VMIB Access	523

Wake-up Alarm

This feature allows a User or Attendant to set a Wake-Up time or desired time to be alerted. When the time is reached, the System will signal with an audible and visual notification.

CONDITIONS

- When receiving a Wake-Up signal, lifting the handset will return Wake-Up Answer Tone.
- The Wake-Up alarm ring signal follows the Ring Table.
- If the User does not answer the Wake-Up Alarm ring, it is repeated according to the Wake-Up Retry Counter with the interval of Wake-Up Retry Timer.

  NOTE: The value 'N' of the Wake-Up Retry Counter means that 'N' repetition of Wake-Up Retry can occur after the first Wake-Up Alarm ring occurs.

  The wake-up alarm ring will recur according to the Wake-up Retry Time and continues during Wake-Up Alarm Ring Timer.

  If no action is taken by the User until the end of the Wake-Up Retry Counter, the ring signal is presented at the Attendant Station with a display designating the Station number that did not respond to Wake-Up Alarm.
- Time (hh:mm) must be entered in the Military format (24-hour).
- The Daily Alarm will reset and repeat each day until erased (cancelled), however, One-Time Alarm will reset and cancel automatically.
- When registering Wake-up Time, if user dials 1, then the One-Time Alarm will be set or if User dials 2, then the Daily Alarm will be set.

OPERATION

System Attendant

To register a Wake-Up Alarm:

1. Press the [PGM] button.
2. Dial 045 {Attendant Station Program code}.
3. Dial the desired Station range; for a single station, enter the same Station Number twice.
4. Enter Time for Alarm (hh:mm).
5. For a Daily reminder (Repeating Alarm), dial #. 6. Press [SAVE] button.

To erase Wake-Up Alarm:

1. Press the [PGM] button.
2. Dial 046 {Attendant Station Program code}.
3. Dial the desired Station range; for a single station, enter the same station number twice. 4. Press [SAVE] button.

Digital Phone

To register Wake-Up Alarm:

1. Press the [PGM] button.
2. Dial 13 {Set Wake-up code}.
3. Dial Time for Alarm (hh:mm).
4. For a Daily (Repeating Alarm), dial #.
5. Press [SAVE] button.

To stop the Alarm when alerting:

Lift the handset or press [SPEAKER].

To erase Wake-Up:

1. Press the [PGM] button.
2. Dial 14 {Erase Wake-up code}.
3. Press [SAVE] button.

Single Line Phone

To register Wake-Up:

1. Lift the handset.
2. Dial the {Program Mode Access code}; confirmation tone is heard.
3. Dial 13 {Set Wake-up code}.
4. Dial Time for Alarm (hh:mm).
5. For a Daily (Repeating Alarm), dial #.
6. Press Hook-flash, and conformation tone is provided.

To stop the Alarm when alerting:

Lift the handset.

To erase Wake-Up Alarm:

1. Lift the handset.
2. Dial the {Program Mode Access} code; confirmation tone is heard.
3. Dial 14 {Erase Wake-up code}.
4. Press Hook-flash, and a conformation tone is provided.

ADMIN PROGRAMMING

Station Data

Wake-Up Time (PGM 134 - FLEX 8) … page A-36

PGM 134	BTN	RANGE	DEFAULT
WAKE UP SET -- sets wake-up time.	8	HH:MM	-

Repeat Wake-up (PGM 134 - FLEX 9) … page A-36

PGM 134	BTN	RANGE	DEFAULT
WAKEUP REPEAT -- enables daily repeating alarm.	9	0:Off 1:On	Off

Table Data

Wake Up Answer Tone … use Web Admin (PGM 290 - FLEX 65) … page A-142

INDEX	TONE NAME	DESCRIPTION
65	Wake-up Answer Tone	This is provided when station answers wake-up ring.

Wake-Up Indication Ring … use Web Admin (PGM 265 - FLEX 10) … page A-118

INDEX	RING NAME	REMARK
10	Wakeup Indication Ring	-

Tenant Data

Wake-Up Retry Count (PGM 280 - FLEX 5) … page A-131

PGM 280	BTN	RANGE	DEFAULT
WAKE UP RETRY COUNT -- determines the Wake Up retry count.	5	0-5	3

Wake-Up Retry Time (PGM 280 - FLEX 6) … page A-131

PGM 280	BTN	RANGE	DEFAULT
WAKE UP RETRY TIME -- determines the Wake Up retry time (min).	6	00-20	01

Chapter 4

Intercom

This chapter provides detailed information covering description and operation of the Intercom features available in the MBX IP System Software.

Direct Station Select/Busy Lamp Field (DSS/BLF)

When a Flex button on a Digital Phone or DSS Console is assigned as a {DSS} button, it also serves as a Busy Lamp Field (BLF). The LED indicates the status of the associated Station or System facility.

{DSS} button indicates the following conditions:

- In use at Station
- In use by another Station
- DND
- Receive Incoming Call
- Hold
- Call Forward
- Conference at Station
- Conference by another Station
- Conference Initiator
- Lifted handset
- Leave pre-selected (custom) message

CONDITIONS

- A Station receiving an ICM call is considered Busy, and associated station LEDs will flash at all other stations.
- A Station receiving an ICM call will receive visual LED Flex button indication (flashing) associated with the Calling Station.
- The LED Flash Rate can be adjusted by Admin. Programming.

OPERATION

Digital Phone

To assign a {DSS} button to a Flex button on a Digital Phone or a DSS Console:

Press [PGM] + {FLEX} + Button Feature Type(1) + {Station Number} + [SAVE].

DSS/BLF operation is automatic for assigned Flex buttons.

PROGRAMMING

Station Data

Station Flexible Button Assignment (PGM 126) … see details on page A-30

System Data

LED Color/Flash Rate (PGM 234) … see details on page A-98

RELATED FEATURES

Intercom Call (ICM Call) … see below

Intercom Call (ICM Call)

A non-blocking ICM is available to all Stations in the System. Users may place an Intercom call to other Stations in the System by dialing applicable digits as defined in the System Numbering Plan.

CONDITIONS

- Intercom Dial tone will time-out if action is not taken within Dial-Tone Time or if the time between digits exceeds the Inter-digit Timer (Error tone is presented when time-out occurs).
- ICM Dial tone is removed after dialing the first digit.
- If the Called Station is Busy, Intercom Busy tone is provided for the Busy Tone time (7 seconds), then the Error tone is sent by the System; the caller may disconnect or activate a feature such as Message Wait/Callback prior to the time-out.
- For Digital Phone users, consecutive Intercom calls can be placed without the need to regain ICM dial tone between calls (no need to hang-up); the user simply presses another {DSS} button.
- An Intercom call to a Station in the Tone or Voice Announce mode (T or P Intercom Signaling Mode) is not considered answered unless the Called User lifts the handset or presses the [SPEAKER] button (goes off-hook).

Operation

Digital Phone

To place an Intercom call:

1. Lift the handset or press the [SPEAKER] button to receive the ICM dial tone.
2. Dial Station number or press the {DSS} button.
3. For Ring-Back tone, await answer.
   OR
4. For Intercom splash-tone, speak and await answer.

SLT

To place an intercom call:

1. Lift the handset to receive ICM dial tone.
2. Dial Station number.
3. For Ring-Back tone, await answer.
   OR
4. For Intercom splash-tone, speak and await answer.

PROGRAMMING

Numbering Data

Flexible Station Number (PGM 112) … see details on page A-17

PGM 112	BTN	RANGE	REMARK
STATION NUMBER (edit by range)	1	Start station number & End station number	Delete all station numbers and update entered station number range only.
SINGLE STATION NUMBER (edit)	2	One station number	Bin 001-324 (MBX IP 300), bin 001-128 (MBX IP 100): 1 number per one station port (My-DNs for each stations). Bin 325-648 (MBX IP 300), bin 129-256 (MBX IP 100): Free station numbers for MADN type or extra SADN type numbers (Sub-DNs).

Feature Numbering Plan (PGM 113) … see details on page A-18

System Data

LED Color/Flash Rate (PGM 234) … see details on page A-98

Inter Digit Timer (PGM 222 - FLEX 3) … see details on page A-87

PGM 222	BTN	RANGE	DEFAULT
INTER DIGIT TMR -- Sets the maximum allowed time between user dialed digits; at expiration, the user will receive an error-tone.	3	00-300 (seconds)	015

RELATED FEATURES

Intercom Signaling Mode … see page 6-11

Speakerphone … see page 6-19

Intercom Call Hold

While on an active ICM Call, the Station User can place an ICM Call on Hold. The Held Station will receive the assigned Music-on-Hold (MOH). The Held call is placed on Exclusive Hold and will Recalls the after expiration of the Hold Recall Timer.

CONDITIONS

- After placing a Call on Hold, the Station returns to idle and the User can make another call.
- If the User is in an Off-Hook Status when placing a call on Hold, the dial tone is heard.

OPERATION

Digital Phone

To place an active ICM call on Hold:

Press the [HOLD] button, the [DN] button LED will flash at the designated Hold rate.

To retrieve the held ICM call:

Press the {DN} button associated with the Held station, then the ICM call is connected again.

SLT

To place an active ICM Call on Hold:

1. Press the Hook-switch during a conversation.
2. Dial {System Hold Code}; confirmation tone is heard.

3. Replace the handset.

To retrieve the held ICM call:

Lift the handset; station is connected with the Held party.

PROGRAMMING

Numbering Data

Feature Numbering Plan (PGM 113) … see details on page A-18

RELATED FEATURES

Music-On-Hold (MOH) … see page 3-122
Intercom Call (ICM Call) … see page 4-2
Hold … see page 3-100
Hold Recall … see page 3-101

Intercom Caller Controlled ICM Signaling

A User can change the Signaling mode of an ICM call from Tone ring to Voice announce.

CONDITIONS

- The ICM Signal mode cannot be changed if the Called Station number is {MADN}.
- If the Signaling mode is changed, the Call is not subject to Call Forward, No Answer.
- The Signaling mode for a specific Intercom call can only be changed once and cannot be changed back to the original Signaling mode.
- Changing the Signaling mode does not affect privacy at the Called Station.

OPERATION

To change the ICM Signaling mode:

1. Dial {Force HF Calling Code}.
2. Place intercom call,
   OR
1. Place intercom call.
2. Dial #

PROGRAMMING

Station Data

Forced Handsfree Access (PGM 132 - FLEX 1) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
FORCED HANDFREE ACCESS -- when placing an intercom call, a user can change the ICM signaling mode, Tone Ring to Hands free answer mode or Hands free answer to Tone Ring mode.	1	0: Disable 1: Enable	Disable

Numbering Plan

Forced Handsfree Code (PGM 113) … see page A-20

FEATURE (PGM 113)	BTN	REMARK
Forced Handsfree Call	59	537

RELATED FEATURES

Intercom Signaling Mode … see page 6-11

Intercom Lock-out

If the User takes no action after going Off-Hook for the Dial Tone Timer, or fails to dial an additional digit within the Inter-Digit Timer, the Station will receive an Error Tone for 30 seconds and phone will be placed out-of-service (locked-out). The LED of the associated {DSS} buttons as well as the Station [ICM] button will flutter (flash) rapidly to indicate the out-of-service state.

For Digital Phone users, if the [SPEAKER] is used, the Station will receive the Error tone for 30 seconds and then automatically return to idle.

CONDITIONS

- If the Station is assigned with the Howler Tone, the Error tone is presented at the expiration of the Error Tone Timer. The Howler Tone is presented for the Howling Tone Timer expiration, and the Station is placed out-of-service (lockout and silence).

OPERATION

System

Operation of Intercom Lockout is automatic based on the Dial Tone & Inter-Digit Timers.

PROGRAMMING

Station Data

Howler Tone (PGM 121 - FLEX 7)… see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
HOWLING TONE -- sets Anonymous Call Restrict service.	7	0: Off 1: On	On

Tenant Data

Dial Tone … use *Web Admin* (PGM 290 - FLEX 1-2)

Intercom Step Call

When the Busy Tone is received on a dialed Intercom call, the User may place a call to another Station by dialing the last digit of the Station number. The System replaces the last digit of the previously dialed Busy Station with the dialed digit and places an Intercom call to the new Station number.

CONDITIONS

- If the user dials the last digit of the Busy Station, Camp-On will be activated.
- After receiving a Busy tone, if the user takes no action for the Busy Tone Timer (7sec.), the System will start the Intercom Lockout procedure.
- If programmed, Step call is supported.

OPERATION

Digital Phone

To activate Step call:

1. While receiving Busy notification on a dialed ICM call, dial a digit other than the last digit of the busy Station intercom number.
2. The System will attempt an ICM call to the new Station.

PROGRAMMING

Tenant Data

Internal Busy Tone … use *Web Admin* (PGM 290 - FLEX 8)

Step Call (PGM 237 - FLEX 1)

PGM 237	BTN	RANGE	DEFAULT
STEP CALL -- determines if Step Call is enabled or disabled.	1	0: Disable 1: Enable	Disable

Intercom Transfer

Users can Transfer an active Intercom call to other Stations in the System. Intercom calls can be Transferred after announcing the call (Screened) or without announcing the call (Unscreened).

The Intercom Station is placed on Exclusive Hold, and the Transfer Recall Timer is initiated; if the timer expires before the Intercom call is answered, the call will Recall at the Transferring Station until answered or abandoned.

CONDITIONS

- The [ICM] button provides an appearance for the transferred station; the LED indicates status and pressing the button connects to the station.
- If the receiving Station is busy, the Transferring Station may Camp-On the call at the Busy Station (refer to Camp-On).
- A Station in DND or out-of-service cannot receive a Transfer, and such attempts will result in an Error tone.

OPERATION

Digital Phone

To perform a Screened ICM transfer, while on an ICM call:

1. Press [TRANS] button.
2. Dial the Station to receive the call.
3. When answered or on Splash tone, announce the call.
4. Hang-up, and return to Idle.

OR

1. Press the {DSS/BLF} button for the desired Station.
2. When answered or on Splash tone, announce the call.
3. Hang-up, and return to Idle.

While on an Intercom call, to perform an Unscreened call transfer:

1. Press the [TRANS] button.
2. Dial the Station to receive the call.
3. Hang-up, and return to Idle.

OR

1. Press the {DSS/BLF} button for the desired Station.
2. Hang-up, and return to Idle.

SLT

To perform a Screened transfer of an active Intercom call:

1. Press the Hook-switch.
2. Dial the Station to receive the call.
3. When answered, or on Splash tone, announce the call.
4. Hang-up, and return to Idle.

While on an Intercom call, to perform an Unscreened call transfer:

1. Press the Hook-switch.
2. Dial the Station to receive the call.
3. Hang-up, and return to Idle.

RELATED FEATURES

Hold Recall … see page 3-101
Do Not Disturb (DND) … see page 3-76
Call Transfer … see page 3-30

INTRUSION

A Station User can Intrude upon an active Station conversation. If assigned, when the Station Intrudes an Intrusion Tone is provided, and a conference is established among the Intrusion Station, and the Station and CO/IP party.

CONDITIONS

- A Station must be enabled for Intrusion feature to work.
- If the Called Station has the Auto Privacy option set to ON then the call cannot be Intruded upon.

OPERATION

To perform an Intrusion:

1. Lift Handset or press [Speaker], and place call in the normal manner.
2. When Busy tone is heard, press [TRANS] button and dial the {Intrude Register Feature Code}.
3. When finished with Intrusion call, Hang-Up and return to Idle.

PROGRAMMING

Station Data

Intrusion Access (PGM 132 - FLEX 5) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
INTRUSION ACCESS -- enables intrusion to gain access to an active call.	5	0: Disable 1: Enable	Disable

Auto Privacy (PGM 134 - FLEX 11) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
AUTO PRIVACY -- Enables auto privacy feature (to restrict the intrusion/call-wait/camp-on/OHVA in busy station)	11	0: Off 1: On	Off

RELATED FEATURES

One Digit Service … see page 3-126

Message Wait/Call Back

Short Message Service (SMS)

The Short Message Service (SMS) provides the ability to send and receive text messages to and from Digital Phones equipped with a display including the Phontage, UCS Client, and the WLAN Phone. The text can be comprised of words, numbers, or an alphanumeric combination, and each short message can be up to 100 characters in length when a Latin-based alphabet is used.

CONDITIONS

- Stations can send a SMS to up to 20 stations simultaneously.
- SMS is supported in LIP-8000, LIP-7000, LDP-7024LD /w graphic LCD Keyset and LKD-30DH.
- Station can save 20 SMS; when the 21st SMS message is received, the 1st SMS is deleted and 21st SMS is saved.

OPERATION

To send SMS:

1. Press the [PGM] button.
2. Dial 43.
3. Enter Station Number; for several stations, Press {ADD} Soft button to enter another Station.
4. Press {FINISH} Soft button.
5. Enter message.
6. Press {SEND} Soft button.

To check SMS:

1. Press the [CALL BACK] button and dial '3',
   OR
   Press the [PGM] button and dial 44.
2. Received message is displayed on the LCD.
3. To check the next message, Press {NEXT}.
4. To delete, Press {DELETE}.

HARDWARE

Digital Phone w/Display

Phontage

UCS Client

Station Message Wait / Call Back

When a Called Station does not answer or is in DND, a Station User can activate a Message Wait Indication (MWI) to request a Call Back. A Station may receive a MWI from any number of other Stations in the System. The Station receiving the MWIs can return the calls using the [MSG/CALLBK] button.

When a Busy Station is called, the Calling User may request to be placed in a queue to receive a Call Back. When the Called Station returns to Idle, the System notifies the Initiating Station with Call Back ring. When the User answers, the previously Busy Station is called.

When a Message is waiting, the [MSG/CALLBK] button LED will flash; when MWI is received at a SLT, the MW lamp will flash.

CONDITIONS

- A Message Wait/Call Back Return Call will always ring at the Receiving Station overriding the Intercom Signaling mode selected.
- A Station can leave only one Call Back request.
- The [MSG/CALLBK] button LED will continue to flash until all MWIs and Call Back Requests, have been serviced (including Voicemails).
- If a Station is attempting to leave a message and the System MWI queue is full, the oldest MWI will be deleted.
- A MWI Reminder Tone can be enabled to remind the user of MWIs.
- A Station in Call Forward can leave a MWI.
- A MWI is left at the Originally Called Station even if the call is Forwarded.
- A Digital Phone with LCD may Call Back to Stations that left messages in any desired order, or the normal (“oldest first”) order.
- Placing an Intercom call to a Station will cancel any existing MWI from that Station.
- A Station can support up to 99 VMS messages.
- If a Station requests a Call Back at a Busy Station, a Call Back Request Station will check the Busy Station’s status every 5 sec., and receives Call Back Ring when the Status Check Timer is expired (after the Busy Station returns to Idle). For this reason, Call Back ring may be delayed after a Busy Station returns to Idle, and when several Stations request a Call Back at a Busy Station, the Call Back Ring may not be provided sequentially. Operation

Digital Phone

To leave a Message Wait:

1. While receiving a Ring Back tone or No answer on a Call Announce (H or P mode).
2. Press the [MSG/CALLBK] button; a confirmation tone will be heard.
3. On Hang-up, the MWI is activated.

To leave a Message Wait:

1. While receiving a DND tone, press the [MSG/CALLBK] button; a confirmation tone will be heard.
2. On Hang-Up, the MWI is activated.

To leave a Call Back (queue for a station):

1. While receiving a Busy Signal on an attempted call, press the [MSG/CALLBK] button; the confirmation tone will be heard.
2. Hang up, and return to Idle.

To respond to a Call Back Recall Request:

1. When the Busy Station returns to Idle, the System initiates a Call Back to the Originating Station.
2. Lift the handset or press the [SPEAKER] button.
3. Previously Busy Station is called.

To retrieve Station MWIs:

1. At the Station, press the [MSG/CALLBK] button; either the message contents summary will be displayed (shown), or the Station Messages Waiting notification will be displayed.

```
MWI(05) VMS(03)
ENTER (MWI:1, VMS:2)
```

2. Dial 1 or 2,
   - 1. MWI: Absent Call
   - 2. VMS: VMIB Message
3. Press the [VOL UP]/[VOL DOWN] button to scroll.

To return a Call from the Current Station Message:

While message is active, press the [HOLD/SAVE] button.

SLT

To leave a MWI:

1. While receiving a Ring Back tone or No Answer on a Call Announce (H or P mode), press the Hook-Switch.
2. Dial the {Message Wait/Call Back code}.
3. Hang-up, the MWI is activated.

To leave a MWI:

1. While receiving a DND tone, press the Hook-Switch.
2. Dial the {Message Wait/Call Back code}.
3. Hang-Up, the MWI is activated.

To retrieve a Station Message Wait:

Dial the {Message Wait/Call Back Answer code}.

To leave a Call Back (queue for a station):

1. While receiving a Busy Signal, press the hook switch.
2. Dial the {Message Wait/Call Back code}.
3. Hang up, and return to Idle.

To respond to a Call Back Recall:

1. When the Busy Station returns to Idle, the System initiates a Call Back.
2. Lift the handset, or press the [Speaker] button.
3. The previously Busy Station is called.

PROGRAMMING

System Data

Message Reminder Tone Timer (PGM 222 - FLEX 2) … see details on page A-87

PGM 222	BTN	RANGE	DEFAULT
MSG WIT ALERT TONE TMR -- A phone user will receive periodic reminder tones of a message waiting at intervals based on this timer.	2	00-60 (minutes)	00

Message Wait Reminder Tone

In addition to the [MSG/CALLBK] button LED, the Digital Phones can be sent a tone as a periodic reminder to the user of MWIs in queue. This tone is sent to the Station only while Idle, and is heard over the Speaker.

CONDITIONS

- The interval between tones can be 00 to 60 minutes; the 00 setting will disable the MWI Reminder Tone.
- The Reminder Tone will continue repeating notification until all messages have been retrieved.
- A Busy Station or Station in DND will not receive the MWI Reminder Tone.
- SIP Phone and DECT do not support the MWI Reminder Tone feature.

OPERATION

System

When programmed, the MWI Reminder Tone is automatically sent to Stations in Idle as appropriate.

PROGRAMMING

System Data

Message Reminder Tone Timer (PGM 222 - FLEX 2) … see details on page A-87

PGM 222	BTN	RANGE	DEFAULT
MSG WIT ALERT TONE TMR -- A phone user will receive periodic reminder tones of a message waiting at intervals based on this timer.	2	00-60 (minutes)	00

HARDWARE

Digital Phone

Paging

Internal/External & All Call Page

A Station that is set-up for using the Page features, can connect and transmit voice announcements to any or all of the System Internal/External Page Zones. Stations are grouped into “Zones” to receive Pages directed at each Zone. Stations not assigned to any Zone will not receive a Page including All Call Pages.

A Page Ring will be provided to the Page Zone(s) prior to the Audio Connection. The User is allowed to continue the Page for the specified Page Time-out Timer after which the User is disconnected and the Page Zone(s) is returned to idle.

The default Page Zone Dial codes are:

Paging Dial Codes

Page Type	MBX IP 100	MBX IP 300
Internal Page Zones	543 + Group Number	543 + Group Number
Internal All Call Page	543 = 00	543 + 00
External Page Zone	548	548
All Call Page	549	549

Flexible buttons of a Digital Phone may be assigned to access a Page Zone as a {PAGE ZONE} button.

CONDITIONS

- Stations that are not enabled to Page, will receive an Error tone when any Page Access code is dialed.
- Stations in DND or Busy will not receive Page announcements.
- A Station accessing a Page Zone is considered Busy.
- Stations, that are not included in any Internal Page Zone, will not receive any page, including All Call.
- For External Paging, an External Amplifier and Speaker(s) are required.
- The System External Control Contacts may be assigned to activate when External Page is accessed.

OPERATION

Digital Phone

To assign a Flex button as a {PAGE ZONE} button:

Press [PGM] + {FLEX} + Button Feature Type(1) + {Paging Code} + [SAVE]

To initiate a Page:

1. Lift the handset.
2. Dial the desired Paging code or press a {PAGE CODE} button.
3. Dial Page Group number.
4. If assigned, after the Page Ring, make the desired announcement.
5. When finished, replace the handset and go On-Hook.

SLT

To initiate a Page:

1. Lift the handset.
2. Dial the desired Paging code.
3. Dial Page Group number.
4. If assigned, after the Page Ring, make the desired announcement.
5. Replace the handset, go On-Hook.

PROGRAMMING

Station Data

Page Group Access (PGM 151) … see details on page A-45

Station Group Data

Page Group (PGM 205) … see details on page A-73

PGM 205	BTN	RANGE	DEFAULT
PAGE MEMBER ASG -- assign stations as members of a Page group.	-	-	-

Tenant Data

Page Tone … use *Web Admin* (PGM 290 - FLEX 33)

System Data

Paging Time-out Timer (PGM 220 - FLEX 4) … see details on page A-85

PGM 220	BTN	RANGE	DEFAULT
PAGE TIME OUT TMR -- Determines the maximum duration of a page after which the caller and Page Zone are released.	4	000-300 secs	15

Numbering Plan

Internal Page Calling Answer Code (PGM 113) … see details on page A-18

BTN	FEATURE (PGM 113)	REMARK
15	Internal Page Answer (Meet-Me Page)	547

Page Auto Answer (PGM 115 - FLEX 69) … see details on page A-22

RELATED FEATURES

Meet Me Page Answer … see page 4-18

HARDWARE

External Amplifier & Speakers

Meet Me Page Answer

Any station may respond to a Meet Me Page request over an Internal or External Page Zone. The user answers the page from any Station and is connected to the Paging Party. The Paging Party can answer the page by pressing the [HOLD/SAVE] fixed button and other users can answer by dialing the {Page Auto Answer Feature Code} or {Internal Page Answer Feature Code}.

Page Answer Dial Codes

Page Type	MBX IP 100	MBX IP 300
Page Auto Answer	546	546
Internal Page Answer	547	547

Two kinds of Page Answer codes are supported:

- {Auto Page Answer Code} – When activated, the System will search the available communicated Page Call automatically from External Page to Last Page Group Call. - Searching rules: External Page > Page Group1 > Page Group2 > …. > Last Page Group
- {Internal Page Answer Code} – User can choose exact available communicated Page Group; if user dials code (can be assigned at Flexible buttons of a Digital Phone), user can choose the Group number.

CONDITIONS

- A Meet Me Page must be answered within the Page Time-out Timer.
- A Station may answer a Meet Me Page from any Station regardless of Pick-Up/Paging Group assignments and Page access permission.
- The Paging Party must remain Off-Hook until the Paged Party answers the Meet Me request. The Initiator/Paging Party may press the Mute button to eliminate transmitting over the Page circuit while waiting for the Paged Party to answer.
- A SLT user cannot answer a Meet Me Page.

OPERATION

Digital Phone

To assign a Flex button as a {PAGE AUTO ANSWER CODE} OR {INTERNAL PAGE ANSWER CODE} button:

Press the [PGM] + {FLEX} + Button Feature Type (1) + {*PAGE AUTO ANSWER CODE*} OR *{INTERNAL PAGE ANSWER CODE}* + [SAVE].

To answer a Page by the Paging Party:

1. Lift the handset.
2. Press the [HOLD] button
   OR

Press [HOLD] button.

To answer a Page with Meet Me Page Code from another Station:

1. Lift the handset or press the [SPEAKER] button.
2. Dial the {Int. Page Answer Code} or press the {MEET-ME} button.
3. Dial the Group number.
   OR

1. Lift the handset or press the [SPEAKER] button.
2. Dial the {Auto Page Answer code} from a Station; after the system locates the appropriate Station Group, the call it will be connected to the Paging Station.

PROGRAMMING

System Data

Paging Timeout Timer (PGM 220 - FLEX 4) … see details on page A-85

PGM 220	BTN	RANGE	DEFAULT
PAGE TIME OUT TMR -- Determines the maximum duration of a page after which the caller and Page Zone are released.	4	000-300 secs	15

Station Data

Meet-Me Access (PGM 134 - FLEX 3) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
MEET ME ACCESS -- enables ‘meet me’ feature when there is a page.	3	0: Disable 1: Enable	Enable

Numbering Plan

Int Page Answer Code (PGM 113 - FLEX 15) … see details on page A-18

BTN	FEATURE (PGM 113)	REMARK
15	Internal Page Answer (Meet-Me Page)	547

Page Auto Answer (PGM 113 - FLEX 14) … see details on page A-18

BTN	FEATURE (PGM 113)	REMARK
14	Page Auto Answer	546

RELATED FEATURES

Internal/External & All Call Page … see page 4-16

VM Paging

Users can page to a preferred zone by using the {Personal VM Page} feature code. Before using the VM Paging, users have to record a voice message for paging by using {VM Page Message Record} feature code. Then, the recorded voice message can be paged to a zone. In case of Attendants, they can also use system announcement for paging with {Announcement Page for Attendant} feature code.

VM Paging Dial Codes

Page Type	MBX IP 100	MBX IP 300
Personal VM Page	544 + Group Number	544 + Group Number
Announcement Page for Attendant	545	545

CONDITIONS

- If paging user is making a VM-Page, then user will hear the recorded VM message.
- During VM paging, Meet Me Page Answer function is available.

OPERATION

Digital Phone

To record a VM Message:

1. Lift the handset and dial the {VM PAGE MESSAGE RECORD} feature code.
2. Record VM Message.

To delete a recorded VM Message:

1. Lift the handset.
2. Dial the {VM PAGE MESSAGE RECORD} feature code.
3. Dial [Speed] Button for deletion.

To make a VM Page:

1. Lift the handset.
2. Dial the desired paging code or press a {PERSONAL VM PAGE} button.
3. Dial page group number.
4. If assigned, after the Page Ring, VM message will be played.
5. Replace the handset, go on-hook.

To make a Announcement Page by Attendant:

1. Lift the handset.
2. Dial the desired paging code or press a {ANNOUNCEMENT PAGE FOR ATTENDANT} button.
3. Dial page group number.
4. Dial desired Announcement number.
5. If assigned, after the Page Ring, VM message will be played.
6. Replace the handset, go on-hook

SLT

To make a page:

1. Lift the handset.
2. Dial the appropriate paging code.
3. Dial page group number.
4. If assigned, after the Page Ring, make announcement, or hear VM message.
5. Replace the handset, go on-hook.

PROGRAMMING

Station Data

Internal Page Group Access (PGM 151) … see details on page A-45

Station Group Data

Page Group (PGM 205) … see details on page A-73

Tenant Data

Page Tone …use *Web Admin* (PGM 290 - FLEX 33) … see page A-45

System Data

Paging Timeout Timer (PGM 220 - FLEX 4) … see page A-85

PGM 220	BTN	RANGE	DEFAULT
PAGE TIME OUT TMR -- Determines the maximum duration of a page after which the caller and Page Zone are released.	4	000-300 secs	15

Numbering Plan

VM Page Message Record Code (PGM 113 - FLEX 88) … see page A-21

BTN	FEATURE (PGM 113)	REMARK
88	VM Page Message Record	682

Int Page Answer Code (PGM 113 - FLEX 15) … see page A-18

BTN	FEATURE (PGM 113)	REMARK
15	Internal Page Answer (Meet-Me Page)	547

Page AUTO Answer Code (PGM 113 - FLEX 14) … see page A-18

BTN	FEATURE (PGM 113)	REMARK
14	Page Auto Answer	546

RELATED FEATURES

Internal/External & All Call Page … see page 4-16

Meet Me Page Answer … see page 4-18

Push-To-Talk Paging

Digital Phone can be assigned as a member of one of the System's Push-To-Talk (PTT) Page Groups. The Digital Phone User may log-in or log-out of any one or all PTT Groups it is a member of. Once logged in, the User may place or receive One-Way Page announcements to/from other Users who are logged-in to the same PTT group. To place a PTT Page announcement, the User must press and hold the {PTT} Flex button.

An Attendant may log-in/-out other Stations to/from PTT groups.

CONDITIONS

- Conditions associated with Internal/External & All Call Page apply to PTT Paging.
- To access PTT Paging, the Station must be permitted access to System Paging.
- If allowed access to all PTT Groups, a Station may log-into all Groups (PTT Group 0) to place announcements to all Groups simultaneously and receive announcements from any group.
- A Station can only Log-In to PTT groups to which it is assigned as a member.
- The Station must have a {PTT} button to place or receive PTT announcements; by default, the WLAN phone is assigned a PTT button.
- The Station may be assigned and Logged-In to the default active PTT group in the System database.

OPERATION

Digital Phone

To assign a {PTT} Flex button:

Press [PGM] + {FLEX} + Button Feature Type (1)+ {PTT} + [SAVE]

To Log-In to a PTT group:

1. Dial the {PTT Log-in/-out code}.
2. 2. Dial the desired PTT Group Number.

To Log-Out of the PTT group(s):

1. Dial the {PTT Log-in/-out code}.
2. Dial '*'.

To place a Page to the active PTT Group:

1. Press and hold the {PTT} Flex button.
2. Make the desired Page announcement after hearing confirmation tone.

PROGRAMMING

Numbering Data

PTT Log-In/-Out Code (PGM 113) … see page A-19

BTN	FEATURE (PGM 113)	REMARK
46	PTT Group Access	524 + PTT Group # (0-9) + * (Log out)

Station Group Data

PTT Group (PGM 208) … see page A-75

PGM 208	BTN	RANGE	DEFAULT
PTT MEMBER ASG -- this entry assigns stations as members of a PTT group.	1	-	-

Station Data

Fixed PTT Flex Button Assignment (PGM 126) … see page A-30

RELATED FEATURES

Paging … see page 4-16

HARDWARE

Digital Phone

Phontage

UCS Client

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Chapter 5

CO / IP

This chapter provides detailed information covering description and operation of the CO/IP features available in the MBX IP System Software.

Alternative Route Selection

This feature is enabled if there are several paths in order to connect toward a destination System. If a selected path is not available for some reason (All Busy, Line Fault, etc), Alternative Route Selection (ARS) will connect calls using another designated path.

CONDITIONS

- ARS is optional and must be programmed to be operational.
- Up to 2 ARS pats can be assigned for each CO Group Access code.
- ARS digits should be contained in the CO Group Access Code, and will be applied when feature is initiated.
- ARS can be used in coordination with Last Number Redial, Station Speed Dial, and System Speed Dial.
- If ARS is operated with Digit Conversion Table, Dialed or Converted Digit will be provided to CO line after ARS service.

OPERATION

If set, Alternative Route Selection operation is automatic.

PROGRAMMING

Numbering Plan

CO Group Access Code (PGM 114) … see page A-22

PGM 114	BTN	RANGE	REMARK
CO GRP ACCESS CODE (Edit By Range)	1	Start CO Grp Access Code & End CO Grp Access Code	-
CO GRP ACCESS CODE (Edit)	2	CO Grp Access Code	-

CO Line Data

CO Group Access Code Attributes (PGM 180) … see page A-64

PGM 180	BTN	RANGE	DEFAULT
AND DGT -- Automatic Network Dialing (AND) digit is sent after CO line seized. This feature allows user to initiate CO calls only by dialing CO Group Access Code.	4	Max 10 digits	-
ARS SERVICE -- If Alternate Route Selection (ARS) is set, ARS digit is dialed instead of CO Group Access code when there is no available path.	5	0: Off 1: On	Off
ARS DGT 1 -- Alternate CO Group Access code to be used when original CO Group Access code failed to find available CO line.	6	Max 8 digits	-
ARS 1 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	7	0: Off 1: On	Off
ARS 2 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	9	0: Off 1: On	Off

- ARS Service (FLEX 5)
- ARS Digit (FLEX 6-7)
- ARS Digit Usage (FLEX 7, 9)
- AND Digit (FLEX 4)

Automatic Network Dialing

When a Station User dials a CO Group Access Code and a CO Line is seized, Automatic Network Dialing (AND) enables an automatic digit dialing. Using this feature, a CO Group Access code can be dialed automatically when a User is making an external call through another System.

CONDITIONS

- AND can place calls automatically by dialing all of the necessary digits or some digits, as programmed.
- AND digits (up to 10) for placing calls can be registered on each CO Group Access codes.
- If the CO line is seized using the {CO Line Access} feature code, AND digit is not supported.
- AND is enabled only when CO line is seized using a CO Group Access Code.

PROGRAMMING

Numbering Plan

CO Group Access Code (PGM 114) … see page A-22

PGM 114	BTN	RANGE	REMARK
CO GRP ACCESS CODE (Edit By Range)	1	Start CO Grp Access Code & End CO Grp Access Code	-
CO GRP ACCESS CODE (Edit)	2	CO Grp Access Code	-

CO Line Data

CO Group Access Code AND Digit (PGM 180 - FLEX 4) … see page A-64

PGM 180	BTN	RANGE	DEFAULT
AND DGT -- Automatic Network Dialing (AND) digit is sent after CO line seized. This feature allows user to initiate CO calls only by dialing CO Group Access Code.	4	Max 10 digits	-

CO Group Access Code

The CO Group Access code can be set dynamically for each Outgoing CO Group. One Outgoing CO Group can have several access codes. Additionally, there are various kinds of services for each access code:

- Access Code Name – Access code name can be displayed when a user seizes a CO line with CO Group Access code.
- CO Line Choice – There are 3 ways to seize a CO line (Round / First / Last).
- Outgoing CO Group – When a user dials a CO Group Access code, the System will seize a CO Line with the Outgoing CO Group.
- AND – When using CO Group Access code, it can add max. 10 digits to be able to send towards PX automatically.
- ARS Service – When a selected path is not available for some reasons(all busy, line fault, etc), this feature connects a call using another path which is preset automatically

CONDITIONS

- This feature can be set for each Outgoing CO Group.
- If CO Line has been seized directly, not using a CO Line Access Code, this feature is not enabled.
- When Outgoing CO Group is none, a CO Line can be seized according CO Group Access.

PROGRAMMING

Numbering Plan

CO Group Access Code (PGM 114) … see page A-22

PGM 114	BTN	RANGE	REMARK
CO GRP ACCESS CODE (Edit By Range)	1	Start CO Grp Access Code & End CO Grp Access Code	-
CO GRP ACCESS CODE (Edit)	2	CO Grp Access Code	-

Station Data

CO/IP Group Access (PGM 150) … see page A-45

CO Data

CO Group Access Code Attributes (PGM 180) … see page A-64

PGM 180	BTN	RANGE	DEFAULT
ACCESS CODE NAME -- When a CO Grp Access code is dialed or Flex Button is pressed; name is displayed on the station's LCD.	1	Max 16 chars	-
CO LINE CHOICE -- Decide to select to CO line priority to seize. NOTE: When Outgoing Group Number is not assigned, this option is not applied.	2	0: Round Robin 1: Last Line 2: First Line	Last Line
OUTGOING GRP NO -- Determines the CO Group number used to seize. NOTE: If not assigned, the access code is used as LOOP key.	3	01-72 (MBX IP-300) 01-24 (MBX IP-100)	Not assigned to the first access code. 01-72 (MBX IP-300) 01-24 (MBX IP-100) is assigned sequentially from the second access code

PGM 180	BTN	RANGE	DEFAULT
AND DGT -- Automatic Network Dialing (AND) digit is sent after CO line seized. This feature allows user to initiate CO calls only by dialing CO Group Access Code.	4	Max 10 digits	-
ARS SERVICE -- If Alternate Route Selection (ARS) is set, ARS digit is dialed instead of CO Group Access code when there is no available path.	5	0: Off 1: On	Off
ARS DGT 1 -- Alternate CO Group Access code to be used when original CO Group Access code failed to find available CO line.	6	Max 8 digits	-
ARS 1 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	7	0: Off 1: On	Off
ARS DGT 2 -- Second alternate CO Group Access code to be used when original CO Group Access code and first ARS code failed to find available CO line.	8	Max 8 digits	-
ARS 2 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	9	0: Off 1: On	Off

CO Line Flash

Analog CO Lines recognize a brief open or ground connection (Flash), as a request for a new dial tone. When used behind a PBX, a CO Line Flash is often used to activate a PBX feature or Call Transfer.

CONDITIONS

- Stations may Flash on a CO Line defined for PABX operation and will experience COS dialing restrictions if a PABX Trunk access code is dialed.
- During Flash, the LED for the CO Line button will remain lit.
- A Flash may be stored as a part of a Station or System Speed Dial number.
- While connected to an Internal Call or Dial Tone, pressing the {CO Flash} button will re-access the ICM Dial tone.
- Flash function is not available on Digital CO Lines like ISDN, VoIP and R2.

OPERATION

Digital Phone

While connected to an Analog CO line:

Press the {CO Flash}.button, the System automatically will generate a Flash on the CO Line.

SLT

While connected to an Analog CO line:

1. Press the Hook-switch.
2. Dial {CO Flash Feature Code}.

PROGRAMMING

Numbering Plan

Feature Numbering Plan – CO Flash (PGM 113) … see page A-19

BTN	FEATURE (PGM 113)	REMARK
24	CO Flash	551

Feature Numbering Plan – CO Line Access (PGM 113) … see page A-19

BTN	FEATURE (PGM 113)	REMARK
41	CO Line Access	888 + CO Line # (001-200: MBX IP-300, 01-80: MBX IP-100)

System Data

LED Color/Flash Rate (PGM 234) … see page A-98

CO Group

CO Incoming BLF Usage (PGM 166 – FLEX 2) … see page A-52

PGM 166	BTN	RANGE	DEFAULT
BLF USAGE -- If this feature is set to ON, flex button LED will be flashing when CO line is programmed on the button.	2	0: Off 1: On	On

CO Outgoing BLF Usage (PGM 171 – FLEX 4) … see page A-59

PGM 171	BTN	RANGE	DEFAULT
BLF USAGE -- If this feature is set to ON, flex button LED will be flashing when CO line is programmed on the button.	4	0: Off 1: On	On

RELATED FEATURES

Station Speed Dial … see page 3-143

CO / IP Line Groups

All CO Lines are included on one Outgoing CO Group and one Incoming CO Group individually. One CO Line cannot be a member of several CO Groups at the same time.

The CO/IP Lines in the System can be placed together into Groups for assigning access by Stations and common Access Dial codes (up to 24 Groups on MBX IP 100, and 72 Groups on MBX IP 300).

CONDITIONS

- Outgoing CO Line Groups and Incoming CO Line Groups are separated.
- CO/IP Lines in each CO Group can also be accessed individually by dialing the {CO Line Access Feature Code} and the CO/IP Line number.
- The System will select a CO/IP Line from a group based on the Round Robin, First Choice or Last Choice determined by database assignments.
- Multiple {CO Group Access Code} can be assigned to a CO Group.
- If a CO Line is not included in an outgoing CO line group, this line has to be seized using a Flex button or System feature code.

PROGRAMMING

System Data

CO Group Access Code (PGM 114) … see details on page A-22

PGM 114	BTN	RANGE	REMARK
CO GRP ACCESS CODE (Edit By Range)	1	Start CO Grp Access Code & End CO Grp Access Code	-
CO GRP ACCESS CODE (Edit)	2	CO Grp Access Code	-

CO Data

Outgoing Group Number (PGM 160 – FLEX 3) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01

Incoming Group Number (PGM 160 – FLEX 4) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01

CO Group Access Code Attribute (PGM 180) … see details on page A-64

CO Line Choice (PGM 180 - FLEX 2) … see details on page A-64

PGM 180	BTN	RANGE	DEFAULT
ACCESS CODE NAME -- When a CO Grp Access code is dialed or Flex Button is pressed; name is displayed on the station's LCD.	1	Max 16 chars	-
CO LINE CHOICE -- Decide to select to CO line priority to seize. NOTE: When Outgoing Group Number is not assigned, this option is not applied.	2	0: Round Robin 1: Last Line 2: First Line	Last Line
OUTGOING GRP NO -- Determines the CO Group number used to seize. NOTE: If not assigned, the access code is used as LOOP key.	3	01-72 (MBX IP-300) 01-24 (MBX IP-100)	Not assigned to the first access code. 01-72 (MBX IP-300) 01-24 (MBX IP-100) is assigned sequentially from the second access code
AND DGT -- Automatic Network Dialing (AND) digit is sent after CO line seized. This feature allows user to initiate CO calls only by dialing CO Group Access Code.	4	Max 10 digits	-

PGM 180	BTN	RANGE	DEFAULT
ARS SERVICE -- If Alternate Route Selection (ARS) is set, ARS digit is dialed instead of CO Group Access code when there is no available path.	5	0: Off 1: On	Off
ARS DGT 1 -- Alternate CO Group Access code to be used when original CO Group Access code failed to find available CO line.	6	Max 8 digits	-
ARS 1 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	7	0: Off 1: On	Off
ARS DGT 2 -- Second alternate CO Group Access code to be used when original CO Group Access code and first ARS code failed to find available CO line.	8	Max 8 digits	-
ARS 2 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	9	0: Off 1: On	Off

CO Line Service

The System can set Service attributes and several options according to each CO Line.

Incoming CO Line Option

There are some options to support the Incoming CO line:

- Progress Indicator (Send)
- CID Prefix Code – Add to prefix code before CLI.
- Own Code Add to Transit CID – Own code can be added to incoming CLI when external User places an outgoing call through CO Line in the System.
- Provide Dial Tone – Dial Tone can be provided to a Station if PX is not given the dial tone.
- CPT Detect – System can release the CO Line by detecting the External User's disconnection.
- Own Code – Own code is added before the Station number when CLI information is available.

- Max Ring Time - System releases the CO Line if the transferred/held incoming CO line is not answered prior to Timer Expiration.

CONDITIONS

- This feature can be set for each outgoing CO line.

PROGRAMMING

CO Line Data

CO Line Data (PGM 160) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
CO TYPE -- Displays physical line type of selected CO line.	1	Display Only	-
SVC TYPE -- Set CO line type as DID or Normal.	2	0:Normal 1:DID	Normal
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
TENANT NO -- Set Tenant group number to apply to CO lines.	5	1-9 (MBX IP-300) 1-3 (MBX IP-100)	1
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2
SIGNAL TYPE -- Set Answer Signal Type.	7	0: No Signal 1: Send Wink (IC) 2: Wait Seize Ack (OG) 3: Send Wink & Wait Sz Ack 4: Send & Wait Sans 5: Send Wink & Send Answer (IC) 6: Wait Ack & Send Answer (OG) 7: Send All & Wait All	No Signal
RLS TIMING -- If Release Timing is set to first release, CO line is released when one party release the call. If Caller or Called Release is set, CO line is released when caller or called party released the call.	8	0: First Release 1: Caller Release 2: Called Release	First RLS

PGM 160	BTN	RANGE	DEFAULT
INC/OUT MODE -- Each CO lines can be set to only incoming call is allowed or outgoing is allowed only.	9	0: Incoming Only 1: Outgoing Only 2: Allow Both	Both
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF
CHARGE MODE -- If 'FREE', the external call though CO line is not printed/saved to SMDR even though SMDR is enabled. If 'REPORT', the external call though CO, line is included to SMDR according to the SMDR Attributes.	11	0: Free 1: Report	Report
METERING TYPE -- According to PSTN service type, metering type can be selected among 00-12 to manage call charge. 01-06 can be applied to LCO lines, 07-12 can be applied to ISDN lines.	12	00: None 01: 12KHz 02: 16KHz 03: 50KHz 04: SPR 05: PPR 06: NPR 07: AOC 0(Standard) 08: AOC 1 (Italy & Spain) 09: AOC 2 (Finland) 10: AOC 3 (Australia) 11: AOC 4 (Belgium) 12: AOC 5 (Netherlands)	None

Incoming CO Attributes (PGM 165-166) … see details on page A-51

PGM 165	BTN	RANGE	DEFAULT
NAME -- incoming CO line name can be assigned.	1	Max 16 chars	-
SCREEN INDICATOR -- determines if screen indicator will be inserted in ISDN messages.	2	0: Off (user-provided, not screened) 1: On (user-provided, verified and passed)	Off

PGM 165	BTN	RANGE	DEFAULT
CALLING TYPE -- for Incoming calls on the ISDN Line, this parameter defines the "Type of Number Plan" provided in Connected Party Information Element of the ISDN call CONNECT message.	3	0: Unknown 1: International 2: National 3: Subscriber 4: Not Used	Subscriber
CALLING NUM PLAN -- select connected number plan of ISDN CONNECT message.	4	0: Unknown 1: I SDN/Telephony 2: Data 3: Telex 4: National 5: Private	Unknown
SEND PROGRESS IND -- if this feature is set to ALL, Progress Indicator is sent to the ISDN PSTN about All Message. If this feature is set to ALERTING, Progress Indicator is sent to the ISDN PSTN about Alerting Message.	5	0 : NO 1: ALL 2: ALERTING	NO
R2 ANI SVC REQ -- if this feature is set to ON to R2 line, system request ANI digits (CLI data) to the calling party.	6	0: Off 1: On	Off
ICLID SERVICE -- if this feature is set to ON, incoming call is routed according to ICLID Table(PGM 262)	7	0: Off 1: On	Off
OWN CODE TO TRANSIT CLI -- if this feature is set to ON, original caller's CLI is sent when there is transit call.	8	0: Off 1: On	Off
OWN CODE -- Own Code.	9	Max 16 digits	-
CLI PREFIX CODE -- prefix code is inserted ahead of received CLI data according to call type.	10	Max 2 digits	-
INTERNATIONAL CODE -- International Code is inserted ahead of received CLI data according to call type.	11	Max 4 digits	-
TRANSIT CLI 1 -- if Transit CLI type of outgoing CO line is set to 1, Transit CLI 1 is sent.	12	Max 24 digits	-
TRANSIT CLI 2 -- if Transit CLI type of outgoing CO line is set to 2, Transit CLI 2 is sent.	13	Max 24 digits	-
TRANSIT CLI 3 -- if Transit CLI type of outgoing CO line is set to 3, Transit CLI 3 is sent.	14	Max 24 digits	-

PGM 165	BTN	RANGE	DEFAULT
CLI CONV TABLE -- CLI Conversion Table index.	15	1-9	1
HOLIDAY RING INDEX -- if ring mode is holiday and this is assigned, an incoming call is routed to the destination of holiday alternative ring index.	16	01-80, Not Asg	none

PGM 166	BTN	RANGE	DEFAULT
PROVIDE DIAL TONE -- If this feature is set to ON, dial tone is provided to networking CO.	1	0: Off 1: On	Off
BLF USAGE -- If this feature is set to ON, flex button LED will be flashing when CO line is programmed on the button.	2	0: Off 1: On	On
UNSUP CONF ENTEND -- If this feature is set to ON, unsupervised conference timer can be extended by dial feature code after warning tone is heard.	3	0:Disable 1:Enable	Disable
BLOCK IN CLRFWD TMR -- If this feature is set to ON, CO line is blocked after clear forward waiting time.	4	0: Off 1: On	Off
CPT DETECT -- If this feature is set to ON, Call processing tone is detected to disconnect LCO line.	5	0: Off 1: On	On
ABSWER WAITING CALL -- If this feature is set to ON, system sends answer when call is waited.	6	0: Off 1: On	Off
UNIVERSAL ANSWER -- If this feature is set to ON, any station to answer a call on the CO Line by dialing the Universal Answer feature code.	7	0: Off 1: On	Off
RLS GUARD TIME -- If CO release signaling is not completed successfully, CO line is disconnected when timer expires.	8	00-15 (sec)	01
UNSUP CONF TIMER -- When there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after timer expires. The warning tone is heard before the line is disconnected.	9	000-255 (min)	000
WAIT CLRFWD TIME -- Clear Forward Waiting Time.	10	001-300 (sec)	300
MAX RING TIME -- Max. Ring Time for when incoming CO calls are transferred/recalled.	11	015-300 (sec)	120
DISA SUPERVISION TMR -- DISA Supervision Timer.	12	1-9 (sec)	2
VMIB PLAY DELAY TMR -- Determines the amount of time paused before playing VMIB announcement.	13	0-9 (sec)	0

PGM 166	BTN	RANGE	DEFAULT
INCOMING TIME TABLE -- The time Table index to be applied to incoming CO Call.	14	1-9, none	none
CO DELAY ANSWER TMR -- For Incoming calls on the ISDN Line, this parameter defines the delay time between Alerting and Connect Message.	15	0-100 (100msec)	0
OFFNET FWD USAGE -- ISDN lines can be set to use Call Deflection/Call Rerouting service if PSTN supports these feature.	16	0:Join 1:Call Deflection 2:Call Rerouting	Join

Outgoing CO Line Option

The following options support the Outgoing CO line:

- Screen Indicator – Determines if Screen Indicator information is included when it consists of ISDN CLI information.
- Calling Party Number – Determines if Calling Party Number information is included when it consists of ISDN CLI information.
- ISDN Calling Number – Determines if the ISDN Setup Message includes CLI information or not.
- ISDN Bearer Capability – Includes the specific Bearer Capability information on the Setup Message ignoring the received Bearer Capability if an ISDN Internal User or PRI Transit Incoming Call places an Outgoing Call.
- Digit Sending Complete IE – Determines if Digit Sending Complete IE message is included on an ISDN information message.
- CLI Information when Transit – Determines if CLI Information is included on Outgoing Transit Calls when no information is provided on Incoming Transit Calls.
- CLI Information to Transmit Toward PX on Outgoing Transit Calls – Creates new CLI by adding or deleting the received CLI Information.
- Calling Party Numbering Plan – Determines Calling Party Numbering Plan information if it consists of ISDN CLI information on Outgoing Transit Call.
- RBT Support – Determines if System supports RBT if the PX does not support RBT when an Internal User places an Outgoing Call seizing the Trunk CO Line.

CONDITIONS

- This feature can be set for each outgoing CO line.

OPERATION

If set, Outgoing CO Line operation is automatic.

PROGRAMMING

CO Data

CO Line Data (PGM 160) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
CO TYPE -- Displays physical line type of selected CO line.	1	Display Only	-
SVC TYPE -- Set CO line type as DID or Normal.	2	0:Normal 1:DID	Normal
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
TENANT NO -- Set Tenant group number to apply to CO lines.	5	1-9 (MBX IP-300) 1-3 (MBX IP-100)	1
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2
SIGNAL TYPE -- Set Answer Signal Type.	7	0: No Signal 1: Send Wink (IC) 2: Wait Seize Ack (OG) 3: Send Wink & Wait Sz Ack 4: Send & Wait Sans 5: Send Wink & Send Answer (IC) 6: Wait Ack & Send Answer (OG) 7: Send All & Wait All	No Signal
RLS TIMING -- If Release Timing is set to first release, CO line is released when one party release the call. If Caller or Called Release is set, CO line is released when caller or called party released the call.	8	0: First Release 1: Caller Release 2: Called Release	First RLS
INC/OUT MODE -- Each CO lines can be set to only incoming call is allowed or outgoing is allowed only.	9	0: Incoming Only 1: Outgoing Only 2: Allow Both	Both

PGM 160	BTN	RANGE	DEFAULT
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF
CHARGE MODE -- If 'FREE', the external call though CO line is not printed/saved to SMDR even though SMDR is enabled. If 'REPORT', the external call though CO, line is included to SMDR according to the SMDR Attributes.	11	0: Free 1: Report	Report
METERING TYPE -- According to PSTN service type, metering type can be selected among 00-12 to manage call charge. 01-06 can be applied to LCO lines, 07-12 can be applied to ISDN lines.	12	00: None 01: 12KHz 02: 16KHz 03: 50KHz 04: SPR 05: PPR 06: NPR 07: AOC 0(Standard) 08: AOC 1 (Italy & Spain) 09: AOC 2 (Finland) 10: AOC 3 (Australia) 11: AOC 4 (Belgium) 12: AOC 5 (Netherlands)	None

Outgoing CO Attributes (PGM 170-171) … see details on page A-56

PGM 170	BTN	RANGE	DEFAULT
SCREEN INDICATOR -- Determines if screen indicator is used in ISDN message.	1	0: Off (user-provided, not screened) 1: On (user-provided, verified and passed)	Off
SENDING CALLER NO -- Sending Caller number message of ISDN.	2	0: Off 1: On	On
CALLING TYPE -- For outgoing calls on the ISDN Line, this parameter defines the "Type of Number Plan" provided in Calling Party Information Element of the ISDN call SETUP message.	3	0: Unknown 1: International 2: National 3: Subscriber 4: Not Use	Subscriber

PGM 170	BTN	RANGE	DEFAULT
CALLING NUM PLAN -- Select Calling number plan of ISDN SETUP message.	4	0: Unknown 1: I SDN/Telephony 2: Data 3: Telex 4: National 5: Private	Unknown
CALLED NUM PLAN ID -- Select Called number plan of ISDN SETUP message.	5	0: Unknown 1: I SDN/Telephony 2: Data 3: Telex 4: National 5: Private	Unknown
BEARER CAPABILITY - Select Bearer Capability of ISDN SETUP message.	6	0: Speech 1: Unrestricted 2: Restricted 3: 3.1KHz Audio 4: 7KHz 5:Video	Speech
ISDN LINE TYPE -- The system will encode voice using the A-law or u-law PCM format and should be set to match the ISDN Back bone type.	7	0:A-law 1:U-law	A-law
SENDING COMPLETE IE -- If set, will send 'Sending Complete' IE to ISDN SETUP message.	8	0: Off 1: On	Off
MAKE TRANSIT CLI -- When no CLI is sent with a transit call, system will initiate a CLI to CO direct transit call.	9	0: Off 1: On	Off
OWN CODE TO TRANSIT CLI -- If this feature is set to ON and same feature of incoming CO attribute is also set to ON, then Own code of outgoing CO line is inserted to the CLI of transit CO call.	10	0: Off 1: On	Off
USE REPRESENTATIVE CLI -- If this feature is set to ON, representative CLI is used to every outgoing call of selected CO line.	11	0: Off 1: On	Off
REPRESENTATIVE CLI -- When 'Use Represent CID'(PGM170-F10) is set to ON, representative CLI is sent when making outgoing call regardless of other CLI attribute.	12	Max 16 digits	-

PGM 170	BTN	RANGE	DEFAULT
OWN CODE -- CO Own code can be inserted before station number when making outgoing call CLI.	13	Max 16 digits	-
CLI TYPE -- CLI type can be selected. If set to Long CLI, only selected long CLI data is used instead of normal CLI.	14	0:Normal 1:Long CLI (PGM 135-F10) 2:Long CLI (PGM 135-F11) 3:Long CLI (PGM 135-F12)	Normal
TRANSIT CLI TYPE -- Transit CLI type can be selected. If set to transit CLI, only selected transit CLI data is used instead of normal CLI.	15	0:Normal 1:CLI1 (PGM 165-F8) 2:CLI2 (PGM 165-F9) 3:CLI3 (PGM 165-F10)	Normal
CLI CONV. TABLE -- CLI Conversion Table index.	16	1-9, none	none
REDIRECTION NUMBER -- Redirection number.	17	0: Off 1: On	Off
ACNR EXTEND TIMER -- ACNR extend timer.	18	00-99	00

PGM 171	BTN	RANGE	DEFAULT
CPT DETECT -- If this feature is set to ON, CPT(Call Processing Tone) is detected and the line can be dropped.	1	0: Off 1: On	On
UNSUP CONF EXTEND -- If this feature is set to ON, Unsupervised Conf Timer can be extended by dialing feature code after warning tone is heard.	2	0: Off 1: On	Off
PROVIDE RING BACK TN -- If this feature is set to ON, dummy ring back tone is heard by system when CO line is seized.	3	0: Off 1: On	Off
BLF USAGE -- If this feature is set to ON, flex button LED will be flashing when CO line is programmed on the button.	4	0: Off 1: On	On
RLS GUARD TIMER -- If CO release signaling is not completed successfully, CO line is disconnected when the timer expires.	5	00-15	02
UNSUP CONF TIMER -- When there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after the timer expires. The warning tone is heard before the line is disconnected.	6	000-255 (min)	000

PGM 171	BTN	RANGE	DEFAULT
MAX TRANSFER RING TIMER -- Max. Ring Time when outgoing CO is transferred/recalled.	7	001-300 (sec)	120
OUTGOING TIME TABLE -- The time Table index to be applied to outgoing CO Calls	8	1-9, none	none

Alternate Incoming CO Service

If the system cannot answer for an incoming CO call, a programmed service can be provided or it can be routed into a programmed destination. This feature is applied by incoming CO Group base Administrator to select the Routing Destination for the Incoming CO line on a case-by-case basis as follows:

- Busy – When calling a Busy User, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring Table, Tone, or Pilot Hunt.
- No Answer – When an Incoming Call goes unanswered, it can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring Table, Tone, or Pilot Hunt.
- Transfer No Answer – When an Incoming Call goes unanswered after an unscreened transfer, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring Table, Tone, Pilot Hunt, or Transfer Station.
- Recall No Answer – When an Incoming Call goes unanswered after a recall on a CO call, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring Table, Tone, or Pilot Hunt.
- Vacant – If dialing analysis determines an Incoming CO Call is to a vacant number, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring table, or Tone.
- DND – If an Incoming CO call is attempted to a DND User, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring table, Tone, or Pilot Hunt.
- Handset Lifted – If an Incoming CO Call is received at a Station where the handset is lifted (Off-Hook), the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring table, Tone, or Pilot Hunt.
- Blocking – If an Incoming Call is placed to a Blocked User, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring table, Tone, or Pilot Hunt.

CONDITIONS

- This feature can be set for each incoming CO Group.
- The destination is set differently according to Day, Night, and Time modes.

- If the destination is a Ring Table, all features of the Ring Table can be used together.
- If select prompt usage, the prompts will be played and follows routing destination.

OPERATION

If set, Alternate Incoming CO Service operation is automatic.

PROGRAMMING

CO Line Data

CO Line Data (PGM 160) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
CO TYPE -- Displays physical line type of selected CO line.	1	Display Only	-
SVC TYPE -- Set CO line type as DID or Normal.	2	0:Normal 1:DID	Normal
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
TENANT NO -- Set Tenant group number to apply to CO lines.	5	1-9 (MBX IP-300) 1-3 (MBX IP-100)	1
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2
SIGNAL TYPE -- Set Answer Signal Type.	7	0: No Signal 1: Send Wink (IC) 2: Wait Seize Ack (OG) 3: Send Wink & Wait Sz Ack 4: Send & Wait Sans 5: Send Wink & Send Answer (IC) 6: Wait Ack & Send Answer (OG) 7: Send All & Wait All	No Signal
RLS TIMING -- If Release Timing is set to first release, CO line is released when one party release the call. If Caller or Called Release is set, CO line is released when caller or called party released the call.	8	0: First Release 1: Caller Release 2: Called Release	First RLS

PGM 160	BTN	RANGE	DEFAULT
INC/OUT MODE -- Each CO lines can be set to only incoming call is allowed or outgoing is allowed only.	9	0: Incoming Only 1: Outgoing Only 2: Allow Both	Both
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF
CHARGE MODE -- If 'FREE', the external call though CO line is not printed/saved to SMDR even though SMDR is enabled. If 'REPORT', the external call though CO, line is included to SMDR according to the SMDR Attributes.	11	0: Free 1: Report	Report
METERING TYPE -- According to PSTN service type, metering type can be selected among 00-12 to manage call charge. 01-06 can be applied to LCO lines, 07-12 can be applied to ISDN lines.	12	00: None 01: 12KHz 02: 16KHz 03: 50KHz 04: SPR 05: PPR 06: NPR 07: AOC 0(Standard) 08: AOC 1 (Italy & Spain) 09: AOC 2 (Finland) 10: AOC 3 (Australia) 11: AOC 4 (Belgium) 12: AOC 5 (Netherlands)	None

Incoming CO Line Attributes (PGM 165-166) … see details on page A-51

PGM 165	BTN	RANGE	DEFAULT
NAME -- incoming CO line name can be assigned.	1	Max 16 chars	-
SCREEN INDICATOR -- determines if screen indicator will be inserted in ISDN messages.	2	0: Off (user-provided, not screened) 1: On (user-provided, verified and passed)	Off

PGM 165	BTN	RANGE	DEFAULT
CALLING TYPE -- for Incoming calls on the ISDN Line, this parameter defines the "Type of Number Plan" provided in Connected Party Information Element of the ISDN call CONNECT message.	3	0: Unknown 1: International 2: National 3: Subscriber 4: Not Used	Subscriber
CALLING NUM PLAN -- select connected number plan of ISDN CONNECT message.	4	0: Unknown 1: I SDN/Telephony 2: Data 3: Telex 4: National 5: Private	Unknown
SEND PROGRESS IND -- if this feature is set to ALL, Progress Indicator is sent to the ISDN PSTN about All Message. If this feature is set to ALERTING, Progress Indicator is sent to the ISDN PSTN about Alerting Message.	5	0 : NO 1: ALL 2: ALERTING	NO
R2 ANI SVC REQ -- if this feature is set to ON to R2 line, system request ANI digits (CLI data) to the calling party.	6	0: Off 1: On	Off
ICLID SERVICE -- if this feature is set to ON, incoming call is routed according to ICLID Table(PGM 262)	7	0: Off 1: On	Off
OWN CODE TO TRANSIT CLI -- if this feature is set to ON, original caller's CLI is sent when there is transit call.	8	0: Off 1: On	Off
OWN CODE -- Own Code.	9	Max 16 digits	-
CLI PREFIX CODE -- prefix code is inserted ahead of received CLI data according to call type.	10	Max 2 digits	-
INTERNATIONAL CODE -- International Code is inserted ahead of received CLI data according to call type.	11	Max 4 digits	-
TRANSIT CLI 1 -- if Transit CLI type of outgoing CO line is set to 1, Transit CLI 1 is sent.	12	Max 24 digits	-
TRANSIT CLI 2 -- if Transit CLI type of outgoing CO line is set to 2, Transit CLI 2 is sent.	13	Max 24 digits	-
TRANSIT CLI 3 -- if Transit CLI type of outgoing CO line is set to 3, Transit CLI 3 is sent.	14	Max 24 digits	-

PGM 165	BTN	RANGE	DEFAULT
CLI CONV TABLE -- CLI Conversion Table index.	15	1-9	1
HOLIDAY RING INDEX -- if ring mode is holiday and this is assigned, an incoming call is routed to the destination of holiday alternative ring index.	16	01-80, Not Asg	none

PGM 166	BTN	RANGE	DEFAULT
PROVIDE DIAL TONE -- If this feature is set to ON, dial tone is provided to networking CO.	1	0: Off 1: On	Off
BLF USAGE -- If this feature is set to ON, flex button LED will be flashing when CO line is programmed on the button.	2	0: Off 1: On	On
UNSUP CONF ENTEND -- If this feature is set to ON, unsupervised conference timer can be extended by dial feature code after warning tone is heard.	3	0:Disable 1:Enable	Disable
BLOCK IN CLRFWD TMR -- If this feature is set to ON, CO line is blocked after clear forward waiting time.	4	0: Off 1: On	Off
CPT DETECT -- If this feature is set to ON, Call processing tone is detected to disconnect LCO line.	5	0: Off 1: On	On
ABSWER WAITING CALL -- If this feature is set to ON, system sends answer when call is waited.	6	0: Off 1: On	Off
UNIVERSAL ANSWER -- If this feature is set to ON, any station to answer a call on the CO Line by dialing the Universal Answer feature code.	7	0: Off 1: On	Off
RLS GUARD TIME -- If CO release signaling is not completed successfully, CO line is disconnected when timer expires.	8	00-15 (sec)	01
UNSUP CONF TIMER -- When there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after timer expires. The warning tone is heard before the line is disconnected.	9	000-255 (min)	000
WAIT CLRFWD TIME -- Clear Forward Waiting Time.	10	001-300 (sec)	300
MAX RING TIME -- Max. Ring Time for when incoming CO calls are transferred/recalled.	11	015-300 (sec)	120
DISA SUPERVISION TMR -- DISA Supervision Timer.	12	1-9 (sec)	2
VMIB PLAY DELAY TMR -- Determines the amount of time paused before playing VMIB announcement.	13	0-9 (sec)	0

PGM 166	BTN	RANGE	DEFAULT
INCOMING TIME TABLE -- The time Table index to be applied to incoming CO Call.	14	1-9, none	none
CO DELAY ANSWER TMR -- For Incoming calls on the ISDN Line, this parameter defines the delay time between Alerting and Connect Message.	15	0-100 (100msec)	0
OFFNET FWD USAGE -- ISDN lines can be set to use Call Deflection/Call Rerouting service if PSTN supports these feature.	16	0:Join 1:Call Deflection 2:Call Rerouting	Join

Incoming CO Line Alternative Destination (PGM 169) … see details on page A-55

PGM 169	BTN	RANGE	DEFAULT
Incoming CO Alternataive DAY --	1	F1: Busy F2: No Answer F3: Invalid F4: Transfer No Answer F5: Recall No Answer F6: DND F7: Out Of Service F8: Error 1: Disconnect 2: Attendant 3: CO Ring 4: Alt Ring Table 5: Tone 6: Pilot HuntGroup	Disconnect 1 sec
NIGHT --	2		Disconnect 1 sec
TIMED --	3		Disconnect 1 sec

Alternative CO Ring Table (PGM 181) … see details on page A-66

PGM 181	BTN	RANGE	DEFAULT
SERVICE TYPE -- If set as 0-2, ring option is applied to ring assigned stations. Otherwise, if set to 3, feature code is activated for incoming calls.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
CO RING ASSIGN -- Destination stations can be edited using a range or one by one. If press Flex 1-4 and then dial station range (up to 30 stations) or edit one station number.	2	(00-30) or one station number	-

PGM 181	BTN	RANGE	DEFAULT
FEATURE CODE -- If set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	3	Valid Feature Code (Refer to PGM115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	4	00-30 (secs)	00

Alternate Outgoing CO Service

A User can place an outgoing CO call and then can Hold or Transfer the Call to another User. If the System cannot answer for an external Outgoing Call, a programmed service can be provided or it can be routed into a programmed destination. This feature is applied by CO Line Group by the Administrator.

- Recall No Answer – Station does not answer the Hold Recall, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring table, Tone, or Pilot Hunt.
- Transfer No Answer –Transferred call goes unanswered, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring table, Tone, Pilot Hunt, or Transfer Station.
- No Answer – If an incoming call goes unanswered, the call can be set for routing destination, Disconnect, ATD, CO Ring Assign, Alt Ring table, Tone, or Pilot Hunt. Operation If set, Alternate Outgoing CO Service is automatic.

CONDITIONS

- This feature can be set for each CO line.
- If attendant is not assigned and it calls an incoming CO call, it plays error tone.
- If there is no voice mail resource or all voice mail channels are busy, it plays error tone.
- The destination is set differently according to Day, Night and Timed modes.
- If the destination is a ring table, all features of ring table can be applied.

PROGRAMMING

CO Line Data

CO Line Data (PGM 160) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
CO TYPE -- Displays physical line type of selected CO line.	1	Display Only	-
SVC TYPE -- Set CO line type as DID or Normal.	2	0:Normal 1:DID	Normal
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
TENANT NO -- Set Tenant group number to apply to CO lines.	5	1-9 (MBX IP-300) 1-3 (MBX IP-100)	1
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2
SIGNAL TYPE -- Set Answer Signal Type.	7	0: No Signal 1: Send Wink (IC) 2: Wait Seize Ack (OG) 3: Send Wink & Wait Sz Ack 4: Send & Wait Sans 5: Send Wink & Send Answer (IC) 6: Wait Ack & Send Answer (OG) 7: Send All & Wait All	No Signal
RLS TIMING -- If Release Timing is set to first release, CO line is released when one party release the call. If Caller or Called Release is set, CO line is released when caller or called party released the call.	8	0: First Release 1: Caller Release 2: Called Release	First RLS
INC/OUT MODE -- Each CO lines can be set to only incoming call is allowed or outgoing is allowed only.	9	0: Incoming Only 1: Outgoing Only 2: Allow Both	Both
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF

PGM 160	BTN	RANGE	DEFAULT
CHARGE MODE -- If 'FREE', the external call though CO line is not printed/saved to SMDR even though SMDR is enabled. If 'REPORT', the external call though CO, line is included to SMDR according to the SMDR Attributes.	11	0: Free 1: Report	Report
METERING TYPE -- According to PSTN service type, metering type can be selected among 00-12 to manage call charge. 01-06 can be applied to LCO lines, 07-12 can be applied to ISDN lines.	12	00: None 01: 12KHz 02: 16KHz 03: 50KHz 04: SPR 05: PPR 06: NPR 07: AOC 0(Standard) 08: AOC 1 (Italy & Spain) 09: AOC 2 (Finland) 10: AOC 3 (Australia) 11: AOC 4 (Belgium) 12: AOC 5 (Netherlands)	None

Outgoing CO Alternative Attribute (PGM 173) … see details on page A-60

PGM 173	BTN	RANGE	DEFAULT
DAY ALT DEST -- Abnormal case can be selected as error type.	-	F1: Recall No Answer F2:Transfer No Answer F3: No Answer	-
NO ANSWER DISCONNECT-- The CO call is disconnected. Every destination is set to 'Disconnect' by default.	1	-	-
NO ANSWER ATTENDANT -- The CO call is routed to Attendant.	2	-	-
NO ANSWER CO RING ASSIGN -- The CO call is routed according to Ring Assign Table. (see PGM 167)	3	-	-
NO ANSWER ALT RING TBL -- If destination is set to Alt Ring Table and the Table index is assigned, the CO call is routed according to Alt Ring Table. (See PGM 181)	4	01-80	-

PGM 173	BTN	RANGE	DEFAULT
NO ANSWER TONE -- If destination is set to Tone, the Error / Busy tone is heard.	5	-	-
NO ANSWER PILOT HUNT GROUP -- The CO call is routed to Pilot Hunt Group of the original destination.	6	-	-
NO ANSWER RING -- The call is routed to the same destination again.	7	-	-
NO ANSWERThe CO call is routed to the transferred station again. Only possible for 'Transfer No Answer' case.	8	-	-

Digit Sending Mode

For calls that are initiated using an Access Code, the sending digits can be set for en-blocked or overlapped.

OPERATION

If set, Digit Sending Mode is automatic.

PROGRAMMING

CO Line Data

Digit Sending Mode (PGM 162 - FLEX 2) … see details on page A-49

PGM 162	BTN	RANGE	DEFAULT
DIGIT SENDING MODE -- CO lines can be set to send digit with overlap or enblock method.	2	0:Overlap 1:Enblock	Overlap

CO COS

The permission/restriction level can be set for each CO line. If an Internal user with lower-level permissions attempts a call or trunk dials, COS will be applied.

OPERATION

If set, CO COS operation is automatic.

PROGRAMMING

CO Line Data

CO COS Assign (PGM 177) … see details on page A-63

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

DID Name Service

When there's DID call, if name is programmed in Digit Conversion Table and dialed digit is matched, the name is displayed on ringing Station's LCD.

OPERATION

If programmed, did name is displayed to DID destination station's LCD.

PROGRAMMING

Table Data

DID Name (PGM 251) … see details on page A-107

PGM 251	BTN	RANGE	DEFAULT
APPLY T-TYPE -- The Apply time type to be applied when the dialed digit is dialed.	1	0:Unconditional 1:Follow DNT 2: Follow LCR	Unconditional
DIALED DIGITS -- The dialed digits.	2	Max 16 digits	-
UNCOND CHANGED -- The CO Group Access Code and digits to be sent to PX when the dialed digit is pressed if Apply time type is 'unconditional'.	3	Max 16 digits	-

PGM 251	BTN	RANGE	DEFAULT
DAY CHANGED -- The CO Group Access Code and digits to be sent to PX in Day when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	4	Max 16 digits	-
NIGHT CHANGED -- The CO Group Access Code and digits to be sent to PX in Night when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'	5	Max 16 digits	-
TIMED CHANGED -- The CO Group Access Code and digits to be sent to PX in Timed when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	6	Max 16 digits	-
D1/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	7	Max 16 digits	-
D1/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	8	Max 16 digits	-
D1/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	9	Max 16 digits	-
D2/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	10	Max 16 digits	-
D2/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	11	Max 16 digits	-
D2/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	12	Max 16 digits	-
D3/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	13	Max 16 digits	-
D3/T2 CHANGED -- The digits to be dialed in 'Day 3/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	14	Max 16 digits	-
D3/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	15	Max 16 digits	-
DNT TIME INDEX -- Day/Night/Timed Time Table Index.	16	1-9, none	none

PGM 251	BTN	RANGE	DEFAULT
LCR TIME INDEX -- LCR Time Table Index.	17	1-9, none	none
NAME -- When DID destination starts to ring, the name is displayed on the ringing station's LCD.	18	Max 16 digits	-
APPLY OPTION -- The Apply Option can be applied according to the caller.	19	0:All 1:Station 2:CO Line 3:Diable	0:All

Incoming CO Line Holiday Service

When Ring Mode is Holiday mode, incoming CO call can be routed to Alternative Ring destination by a programmed holiday ring table index.

The destination of alternative ring table can be station or feature code.

OPERATION

If set, CO Line Holiday Service operation is automatic.

PROGRAMMING

CO Line Data

Incoming CO Line Attributes (PGM 165-166) … see details on page A-51

PGM 165	BTN	RANGE	DEFAULT
NAME -- incoming CO line name can be assigned.	1	Max 16 chars	-
SCREEN INDICATOR -- determines if screen indicator will be inserted in ISDN messages.	2	0: Off (user-provided, not screened) 1: On (user-provided, verified and passed)	Off
CALLING TYPE -- for Incoming calls on the ISDN Line, this parameter defines the "Type of Number Plan" provided in Connected Party Information Element of the ISDN call CONNECT message.	3	0: Unknown 1: International 2: National 3: Subscriber 4: Not Used	Subscriber

PGM 165	BTN	RANGE	DEFAULT
CALLING NUM PLAN -- select connected number plan of ISDN CONNECT message.	4	0: Unknown 1: I SDN/Telephony 2: Data 3: Telex 4: National 5: Private	Unknown
SEND PROGRESS IND -- if this feature is set to ALL, Progress Indicator is sent to the ISDN PSTN about All Message. If this feature is set to ALERTING, Progress Indicator is sent to the ISDN PSTN about Alerting Message.	5	0 : NO 1: ALL 2: ALERTING	NO
R2 ANI SVC REQ -- if this feature is set to ON to R2 line, system request ANI digits (CLI data) to the calling party.	6	0: Off 1: On	Off
ICLID SERVICE -- if this feature is set to ON, incoming call is routed according to ICLID Table(PGM 262)	7	0: Off 1: On	Off
OWN CODE TO TRANSIT CLI -- if this feature is set to ON, original caller's CLI is sent when there is transit call.	8	0: Off 1: On	Off
OWN CODE -- Own Code.	9	Max 16 digits	-
CLI PREFIX CODE -- prefix code is inserted ahead of received CLI data according to call type.	10	Max 2 digits	-
INTERNATIONAL CODE -- International Code is inserted ahead of received CLI data according to call type.	11	Max 4 digits	-
TRANSIT CLI 1 -- if Transit CLI type of outgoing CO line is set to 1, Transit CLI 1 is sent.	12	Max 24 digits	-
TRANSIT CLI 2 -- if Transit CLI type of outgoing CO line is set to 2, Transit CLI 2 is sent.	13	Max 24 digits	-
TRANSIT CLI 3 -- if Transit CLI type of outgoing CO line is set to 3, Transit CLI 3 is sent.	14	Max 24 digits	-
CLI CONV TABLE -- CLI Conversion Table index.	15	1-9	1
HOLIDAY RING INDEX -- if ring mode is holiday and this is assigned, an incoming call is routed to the destination of holiday alternative ring index.	16	01-80, Not Asg	none

PGM 166	BTN	RANGE	DEFAULT
PROVIDE DIAL TONE -- If this feature is set to ON, dial tone is provided to networking CO.	1	0: Off 1: On	Off
BLF USAGE -- If this feature is set to ON, flex button LED will be flashing when CO line is programmed on the button.	2	0: Off 1: On	On
UNSUP CONF ENTEND -- If this feature is set to ON, unsupervised conference timer can be extended by dial feature code after warning tone is heard.	3	0:Disable 1:Enable	Disable
BLOCK IN CLRFWD TMR -- If this feature is set to ON, CO line is blocked after clear forward waiting time.	4	0: Off 1: On	Off
CPT DETECT -- If this feature is set to ON, Call processing tone is detected to disconnect LCO line.	5	0: Off 1: On	On
ABSWER WAITING CALL -- If this feature is set to ON, system sends answer when call is waited.	6	0: Off 1: On	Off
UNIVERSAL ANSWER -- If this feature is set to ON, any station to answer a call on the CO Line by dialing the Universal Answer feature code.	7	0: Off 1: On	Off
RLS GUARD TIME -- If CO release signaling is not completed successfully, CO line is disconnected when timer expires.	8	00-15 (sec)	01
UNSUP CONF TIMER -- When there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after timer expires. The warning tone is heard before the line is disconnected.	9	000-255 (min)	000
WAIT CLRFWD TIME -- Clear Forward Waiting Time.	10	001-300 (sec)	300
MAX RING TIME -- Max. Ring Time for when incoming CO calls are transferred/recalled.	11	015-300 (sec)	120
DISA SUPERVISION TMR -- DISA Supervision Timer.	12	1-9 (sec)	2
VMIB PLAY DELAY TMR -- Determines the amount of time paused before playing VMIB announcement.	13	0-9 (sec)	0
INCOMING TIME TABLE -- The time Table index to be applied to incoming CO Call.	14	1-9, none	none

PGM 166	BTN	RANGE	DEFAULT
CO DELAY ANSWER TMR -- For Incoming calls on the ISDN Line, this parameter defines the delay time between Alerting and Connect Message.	15	0-100 (100msec)	0
OFFNET FWD USAGE -- ISDN lines can be set to use Call Deflection/Call Rerouting service if PSTN supports these feature.	16	0:Join 1:Call Deflection 2:Call Rerouting	Join

Alternative CO Ring Table (PGM 181) … see details on page A-66

PGM 181	BTN	RANGE	DEFAULT
SERVICE TYPE -- If set as 0-2, ring option is applied to ring assigned stations. Otherwise, if set to 3, feature code is activated for incoming calls.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
CO RING ASSIGN -- Destination stations can be edited using a range or one by one. If press Flex 1-4 and then dial station range (up to 30 stations) or edit one station number.	2	(00-30) or one station number	-
FEATURE CODE -- If set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	3	Valid Feature Code (Refer to PGM115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	4	00-30 (secs)	00

DID/DISA Restriction

DID or DISA calls to some stations can be restricted according to Admin Program.

If some station number is set to DID/DISA restriction, the information us displayed on the station's LCD.

CONDITIONS

- When the caller dialed the station's DID or DISA number, the call is restricted.
- Other calls (ring assigned CO calls or forwarded or transferred calls, etc) are not restricted.
- This feature is not applied to SIP phones.

OPERATION

If programmed, DID/DISA Restriction status is displayed to station's LCD.

To change DID/DISA restriction status from each station terminal(toggle):

Dial the {DID/DISA Restriction Feature Code}.

PROGRAMMING

Station Data

DID/DISA Restriction (PGM 134 - FLEX 12) … see details on page A-36

PGM 134	BTN	RANGE	DEFAULT
DID DISA RESTRICTION -- If set to ON, incoming DID or DISA ring to DN is restricted.	12	0:Off 1:On	Off

Numbering Plan

DID/DISA Restriction (PGM 113 - FLEX 108) … see details on page A-21

BTN	FEATURE (PGM 113)	REMARK
108	DID/DISA Restriction	685

CO/IP LINE PRESET FORWARD

Each CO/IP Line can be assigned a Ring-No-Answer Preset Forward destination. An incoming call on the CO/IP line will be routed to the designed Ring Destination, following expiration of the CO/IP Line Preset No Answer Forward Timer. Preset Forward destination, determined according to the Ring Assignment Table.

CONDITIONS

- This feature can be set for each Normal-type CO Line, not DID-type CO Lines.
- CO/IP Line Preset Forward is available only when Incoming CO Ring Group destination is DN; not activated when destination is a Station Group or CCR.
- CO/IP Line Preset Forward will override Call Forward No-Answer at a Station.
- If Destination Station has an External No Answer Preset Call Forward destination set and the timer is same as CO Preset Forward Timer, CO Preset Call Forward will take priority. Otherwise the timer that expires first will be applied and Forward Destination will be applied according to the expired timer.
- CO/IP line Preset Forward is disabled if the Preset Forward Timer is set to 0.

- CO/IP line Preset Forward destination cannot be a VM Group.
- CO/IP line Preset Forward is not applied to the DID line.

OPERATION

System

If set, CO/IP Line Preset Forward is automatic.

PROGRAMMING

CO Line Data

CO Service Type (PGM 160 – FLEX 2) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
SVC TYPE -- Set CO line type as DID or Normal.	2	0: Normal 1: DID	Normal

Preset Forward Timer (PGM 168 – FLEX 4) … see details on page A-55

PGM 168	BTN	RANGE	DEFAULT
PRESET FORWARD TIME -- If the CO is not answered in Preset Forward Time, it will be routed to assigned ring Table.	4	00-20 (sec)	00

Preset Forward Ring Table Index (PGM 168 – FLEX 5) … see details on page A-55

PGM 168	BTN	RANGE	DEFAULT
PRESET FWD RING TEL -- Preset Forward ring Table index can be assigned. (Refer to PGM 181)	5	01-80	-

Alternative CO Ring Table (PGM 181) … see details on page A-66

PGM 181	BTN	RANGE	DEFAULT
SERVICE TYPE -- If set as 0-2, ring option is applied to ring assigned stations. Otherwise, if set to 3, feature code is activated for incoming calls.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
CO RING ASSIGN -- Destination stations can be edited using a range or one by one. If press Flex 1-4 and then dial station range (up to 30 stations) or edit one station number.	2	(00-30) or one station number	-
FEATURE CODE -- If set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	3	Valid Feature Code (Refer to PGM115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	4	00-30 (secs)	00

RELATED FEATURES

Call Forward … see page 3-15
Call Forward, Preset … see page 3-22

CO OWN CODE SERVICE

If a Station places a CO Call, it can send CLI including its CO Own Code towards the receiving PX. Alternatively, CO Own Code can be included into CLI Information if an Incoming CO Call makes an Outgoing CO Call. The CO Own Code is sent adding ahead of station number or received CLI.

CONDITIONS

- This feature can be set for each outgoing/incoming CO line.
- The outgoing CO own code and the incoming CO own code are independent.
- The maximum own code length is 16.

PROGRAMMING

CO Line Data

Outgoing CO Own Code (PGM 170 - FLEX 12) … see details on page A-56

PGM 170	BTN	RANGE	DEFAULT
REPRESENTATIVE CLI -- When 'Use Represent CID'(PGM170-F10) is set to ON, representative CLI is sent when making outgoing call regardless of other CLI attribute.	12	Max 16 digits	-

Incoming CO Own Code (PGM 165 - FLEX 9) … see details on page A-51

PGM 165	BTN	RANGE	DEFAULT
OWN CODE -- Own Code.	9	Max 16 digits	-

CO/IP Ring Assignment

Each station in the system can be programmed to provide an audible signal when the system detects an incoming call on specified CO/IP lines. Separate ring assignments are made for Day, Night and Timed Ring operation mode. In addition, the audible signal at the station can be delayed by 1 to 30 ring cycles allowing other stations to answer the call first.

CONDITIONS

- Separate assignments are made for Stations to ring in the Day, Night and/or Timed Ring mode.
- Audible Alerting for an Incoming VoIP call is based only on the derived IP Address.
- A Busy Station receives Muted Ring or Call Waiting tones as appropriate for the Station's Off-hook Ring Assignment.
- The system Ring mode can be selected manually or automatically,
- *Automatic mode*: Day/Night selection is determined based on the Automatic Ring Mode Selection table.
- *Manual mode*: The Attendant has manual control over the Ring mode selection.
- The LCD of the Attendant Station will display Night and Timed Ring Mode.
- If CO/IP Ring is assigned to only one Station and that Station assigns Call Forward, the CO/IP Call will be routed according to Call Forward settings.

OPERATION

System

Operation of this feature is automatic.

PROGRAMMING

CO Line Data

CO Ring Table (PGM 167) … see details on page A-54

PGM 167	BTN	RANGE	DEFAULT
SERVICE TYPE -- If service type is set as 0-2, ring option is applied to ring assigned stations. Otherwise, if service type is set to 3, feature code is activated on incoming call.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
FEATURE CODE -- If Service type is set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	2	Valid Feature Code (refer to PGM 115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	3	00-30	00
100 (0) -- Assigned station and delay value can be displayed. Volume Up/Down key is used to scroll data.	4	-	-
MEMBER ASSIGN -- To change station's ring assign status, enter desired station range. (Max 30 stations can be assigned)	5	Start Station & End Station	-
DELAY -- Enter delay value; if delay is 0, station will start to ring immediately. If delay value is deleted, the station will not ring. Otherwise if delay is 1-9, the station will start to ring after delay time(3 times of delay value)	5-1	0-9	Sta 100 (Port 0):delay 0 Others: not assigned

Table Data

System Time Table (PGM 253) … see details on page A-110

PGM 253	BTN	RANGE	DEFAULT
TIME ZONE COMMENT-- defines the comment of the Time Table.	1	32 characters	none
SYSTEM TIME ZONE -- defines the Time Zone of the Time Table	2	0-73	0: Sys Time

PGM 253	BTN	RANGE	DEFAULT
DAYLIGHT SAVINGS -- defines Daylight Saving Time of Time Table.	3	On/Off	Off
RING MODE -- defines the ring mode of Time Table.	4	0: Day 1: Night 2: Timed	0:Day
AUTO RING MODE -- defines the Auto Ring mode of the Time Table.	5	On/Off	Off

Weekly Time Table (PGM 254) … see details on page A-111

PGM 254	BTN	RANGE	DEFAULT
Monday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	1	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Tuesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	2	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Wednesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	3	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Thursday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	4	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Friday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	5	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

PGM 254	BTN	RANGE	DEFAULT
Saturday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	6	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Sunday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	7	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

Holiday Time Table (PGM 256) … see details on page A-113

PGM 256	BTN	RANGE	DEFAULT
CALENDAR TYPE -- Defines Calendar Type for Holiday Table.	1	Lunar/Gregorian	Gregorian
HOLIDAY DATE -- Defines Holiday Date for Holiday Table.	2	MM/DD	None

RELATED FEATURES

Day/Night/Timed Ring Mode … see page 7-37

Auto Service Mode Control … see page 3-10

Off-Hook Signaling … see page 6-14

CO Line Release Guard Time

To assure that the PSTN switching equipment has sufficient time to restore to the Idle condition, the System will hold CO Lines in a Busy State to Users after release of a CO Line by a Station. The time between Station disconnect and when the System changes the CO Line status from Busy to Idle is the CO Line Release Guard Time. If CO receives 'Release Ack' signal from PSTN before Release Guard Timer expired, then the CO line is released instantly.

OPERATION

System

Operation of this feature is automatic.

PROGRAMMING

CO Line Data

Incoming CO Release Guard Timer (PGM 166 - FLEX 8) … see details on page A-52

PGM 166	BTN	RANGE	DEFAULT
RLS GUARD TIME -- If CO release signaling is not completed successfully, CO line is disconnected when timer expires.	8	00-15 (sec)	01

Outgoing CO Release Guard Timer (PGM 171 - FLEX 5) … see details on page A-59

PGM 171	BTN	RANGE	DEFAULT
RLS GUARD TIMER -- If CO release signaling is not completed successfully, CO line is disconnected when the timer expires.	5	00-15	02

System Data

LCO Release Guard Timer (PGM 221 - FLEX 6) … see details on page A-86

PGM 221	BTN	RANGE	DEFAULT
LCO RLS GUARD TMR -- when an analog CO Line is returned to idle, the system will deny access for this time to assure the PSTN returns the CO circuitry to idle.	6	00-60 (minutes)	010

CO Ring Detect

The System incorporates timers for Ring-On and Ring-Off durations to assure proper alerting. When the duration of the Ring Signal exceeds the Ring-On Timer, alerting will start. When the Ring is not present for a period exceeding the Ring-Off Timer, alerting will stop. This allows the System Ring cycle detection to be matched to the many and varied PBX systems.

CONDITIONS

- Ring-On time and Ring-Off time are assigned on a System basis.
- The CO Ring Detect is applied to Analog CO Lines only.

OPERATION

System

Operation of Ring detect is automatic.

PROGRAMMING

System Data

LCO Ring ON Timer (PGM 221 - FLEX 4) … see details on page A-86

PGM 221	BTN	RANGE	DEFAULT
LCO RING ON TMR -- sets the 'ON' time of the incoming ring cycle for System Ring Detect to recognize the incoming call.	4	1-9 (100 msec)	2

LCO Ring OFF Timer (PGM 221 - FLEX 5) … see details on page A-86

PGM 221	BTN	RANGE	DEFAULT
NORMAL NO ANSWER TMR -- No answer timer for normal CO ring	5	001-600 (seconds)	30

CO Transit Service

The System provides a function for Incoming CO Calls to make a call on an outgoing CO Line directly. In this case, transit switch-over can be supported for using different types of signaling. Incoming Calls from R2 transit can be turned into a PRI transit call. The System supports R2, ISDN, H.323, SIP, and analog CO methods of transit.

CONDITIONS

- The CO transit service can be set through Admin. programming of optional permissions.
- The System provides an inter-working feature for all CO Lines.
- For a R2 CO to R2 CO call, set for link-by-link or end-to-end transit.
- For a PRI CO to PRI CO call, all messages are Forwarded transparently.

OPERATION

If set, CO Transit Service operation is automatic.

PROGRAMMING

CO Line Data

CO to CO Attributes (PGM 179) … see details on page A-63

PGM 179	BTN	RANGE	DEFAULT
STATION OUTGOING CALL TRANSFER -- while stations are connected to outgoing CO call of first CO Group, the station can transfer the call to second CO group.	1	0: Off 1: On	On
OUTGOING CALL TRANSFER -- while ATD is connected to outgoing CO call of first CO Group, the ATD can transfer the call to second CO group.	2	0: Off 1: On	On
OUTGOING CALL TRANSFER RELEASE TYPE -- if outgoing CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	3	0: None 1: Release after Release Timer	None
OUTGOING CALL TRANSFER RELEASE TIME -- if an outgoing CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnecting, a warning tone is provided.	4	000-300 (sec)	060
INCOMING CALL TRANSFER DIRECTLY -- if this feature is set to ON, CO incoming call can be transferred directly without any stations or ATD to transfer the call.	5	0: Off 1: On	Off
STATION INCOMING CALL TRANSFER -- while stations are connected to incoming CO call of first CO Group, the station can transfer the call to second CO group.	6	0: Off 1: On	On
ATD INCOMING CALL TRANSFER -- while ATD is connected to incoming CO call of first CO Group, the ATD can transfer the call to second CO group.	7	0: Off 1: On	On
INCOMING CALL TRANSFER RELEASE TYPE -- If incoming CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	8	0: None 1: Release after Release Timer	None
INCOMING CALL TRANSFER RELEASE TIME -- If an incoming CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnected, warning tone is provided.	9	000-300 (sec)	060

Dial Pulse Signaling

An Analog CO line will send dial Pulse Signals to the Central Office. If programmed as a Pulse CO line, the System will send open loop pulses at 10 pps with the assigned Break/Make Ratio.

CONDITIONS

- The Break/Make Ratio is System programmable as 60/40 , 66/33 or 50/50.

OPERATION

System

Operation of this feature is automatic when programmed.

PROGRAMMING

CO Line Data

CO Line Dialing Type (PGM 160 - FLEX 10) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF

System Data

Pulse Dial Break Ratio (PGM 223 - FLEX 2) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
PULSE DIAL BREAK RATIO -- The break/make ratio for pulse dialing through analog CO line.	2	0: 60/40 1: 66/33 2: 50/50	1: 66/33

RELATED FEATURES

Dial Pulse to Tone Switchover … see page 3-62

Direct Inward Dial (DID)

A Carrier Service, known as Direct Inward Dial (DID), sends digits to the System so that the call may be routed directly to a Specific Station or System Facility. DID service is available over digital and packet networks. ISDN lines can provide two-way, incoming DID and normal Outgoing Service, and requires no special signaling.

After collecting the digits from the Carrier, the System routes the Call to the Destination:

- Incoming DID number is compared with Digit Conversion Table. If matched, received DID number is converted according to the Table. Separate Digit Conversion can be applied according to DAY/Night/Timed Ring Mode.
- DID Destination is decided with the converted DID number.
- Destination can be Station, Station Group, Outgoing CO Call, Voice Mail, Net Station, Paging, or Conference Room.

CONDITIONS

- If ICLID routing is assigned for the CO/IP Line, the received Caller ID is first compared to the ICLID Table for routing. If Caller ID does not match an entry in the ICLID Table, the normal DID call processes are used.
- DID calls that encounter a Busy signal, are not answered in the DID/DISA No-Answer Timer, or are received at a Vacant or Invalid number can be routed to the Attendant, Tone, Station Group, or VMIB announcement. When the Attendant receives such calls, the call is appropriately identified by the Attendant Digital Phone Display.
- For a Station that is part of a non-pilot Station Hunt group, DID calls will follow the Group Hunt process if the Station is Busy or does not answer the call.
- DID calls are subject to Group Call Pick-up and Directed Call Pick-up.

OPERATION

If set, DID operation is automatic.

PROGRAMMING

Station Data

Station DN Number (PGM130) … see details on page A-32

CO Line Data

CO Line Attribute (PGM160) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
CO TYPE -- Displays physical line type of selected CO line.	1	Display Only	-
SVC TYPE -- Set CO line type as DID or Normal.	2	0:Normal 1:DID	Normal
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
TENANT NO -- Set Tenant group number to apply to CO lines.	5	1-9 (MBX IP-300) 1-3 (MBX IP-100)	1
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2
SIGNAL TYPE -- Set Answer Signal Type.	7	0: No Signal 1: Send Wink (IC) 2: Wait Seize Ack (OG) 3: Send Wink & Wait Sz Ack 4: Send & Wait Sans 5: Send Wink & Send Answer (IC) 6: Wait Ack & Send Answer (OG) 7: Send All & Wait All	No Signal
RLS TIMING -- If Release Timing is set to first release, CO line is released when one party release the call. If Caller or Called Release is set, CO line is released when caller or called party released the call.	8	0: First Release 1: Caller Release 2: Called Release	First RLS
INC/OUT MODE -- Each CO lines can be set to only incoming call is allowed or outgoing is allowed only.	9	0: Incoming Only 1: Outgoing Only 2: Allow Both	Both
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF

PGM 160	BTN	RANGE	DEFAULT
CHARGE MODE -- If 'FREE', the external call though CO line is not printed/saved to SMDR even though SMDR is enabled. If 'REPORT', the external call though CO, line is included to SMDR according to the SMDR Attributes.	11	0: Free 1: Report	Report
METERING TYPE -- According to PSTN service type, metering type can be selected among 00-12 to manage call charge. 01-06 can be applied to LCO lines, 07-12 can be applied to ISDN lines.	12	00: None 01: 12KHz 02: 16KHz 03: 50KHz 04: SPR 05: PPR 06: NPR 07: AOC 0(Standard) 08: AOC 1 (Italy & Spain) 09: AOC 2 (Finland) 10: AOC 3 (Australia) 11: AOC 4 (Belgium) 12: AOC 5 (Netherlands)	None

Incoming CO Group Alternative (PGM169) … see details on page A-55

PGM 169	BTN	RANGE	DEFAULT
Incoming CO Alternataive DAY --	1	F1: Busy F2: No Answer F3: Invalid F4: Transfer No Answer F5: Recall No Answer F6: DND F7: Out Of Service F8: Error 1: Disconnect 2: Attendant 3: CO Ring 4: Alt Ring Table 5: Tone 6: Pilot HuntGroup	Disconnect 1 sec
NIGHT --	2		Disconnect 1 sec
TIMED --	3		Disconnect 1 sec

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Table Data

Digit Conversion Table (PGM 251/252) … see details on page A-107

PGM 251	BTN	RANGE	DEFAULT
APPLY T-TYPE -- The Apply time type to be applied when the dialed digit is dialed.	1	0:Unconditional 1:Follow DNT 2: Follow LCR	Unconditional
DIALED DIGITS -- The dialed digits.	2	Max 16 digits	-
UNCOND CHANGED -- The CO Group Access Code and digits to be sent to PX when the dialed digit is pressed if Apply time type is 'unconditional'.	3	Max 16 digits	-
DAY CHANGED -- The CO Group Access Code and digits to be sent to PX in Day when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	4	Max 16 digits	-
NIGHT CHANGED -- The CO Group Access Code and digits to be sent to PX in Night when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'	5	Max 16 digits	-
TIMED CHANGED -- The CO Group Access Code and digits to be sent to PX in Timed when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	6	Max 16 digits	-
D1/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	7	Max 16 digits	-
D1/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	8	Max 16 digits	-
D1/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	9	Max 16 digits	-
D2/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	10	Max 16 digits	-
D2/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	11	Max 16 digits	-

PGM 251	BTN	RANGE	DEFAULT
D2/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	12	Max 16 digits	-
D3/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	13	Max 16 digits	-
D3/T2 CHANGED -- The digits to be dialed in 'Day 3/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	14	Max 16 digits	-
D3/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	15	Max 16 digits	-
DNT TIME INDEX -- Day/Night/Timed Time Table Index.	16	1-9, none	none
LCR TIME INDEX -- LCR Time Table Index.	17	1-9, none	none
NAME -- When DID destination starts to ring, the name is displayed on the ringing station's LCD.	18	Max 16 digits	-
APPLY OPTION -- The Apply Option can be applied according to the caller.	19	0: All 1: Station 2: CO Line 3: Diable	0:All

PGM 252	BTN	RANGE	DEFAULT
DISPLAY CONV. DIGIT -- If it is set to ON, the station LCD is updated to the dialed digits when alerting message is received from the PX after dialing.	1	On/Off	Off
PRINT CONV. DIGIT -- If it is set to ON, the dialed digits are printed to the SMDR.	2	On/Off	Off

HARDWARE

DID, or PRI Module

Direct Inward System Access (DISA)

Each CO/IP path may be assigned for DISA Service, which allows an Incoming Caller to gain access to System resources and/or features. The System will answer the outside call and provide the User Intercom Dial tone or route the call based on the VMIB Auto Attendant announcement settings where Caller Controlled Routing (CCR) may be defined. The DISA caller may then access the desired resource using dial codes.

If an Authorization Code is required for DISA access, when the System answers an Incoming DISA call, DND Warning tone is provided to indicate an Authorization Code must be entered.

CONDITIONS

- Each CO/IP path is separately assigned for DISA Operation during Day, Night and/or Timed System Operation modes. DISA operation is active only when the System is in the assigned operating mode(s).
- A DISA Caller can be required to enter an Authorization Code to access System external outgoing resources, facilities or features. If required, the caller is permitted to retry entry of a valid Authorization Code based on the DISA Retry count (continued failure will cause disconnection).
- DISA callers are subject to COS dialing restrictions. If Authorization Codes are required and the code matches a Station Authorization Code, the Station COS will apply.
- The System will disconnect an Outgoing DISA call if the Unsupervised Conference timer expires or Disconnect Supervision is received; a Disconnect Warning tone is provided 15 seconds prior to disconnect.
- If a DISA caller encounters a System All Lines Busy, Busy tone is received for 5 seconds before ICM Dial tone is presented again and the DISA caller may try another call.
- LEDs associated with the DISA CO Line appearance will provide normal status indications at all Stations except Attendants; the LED for the line at an Attendant Station will flutter at 240 ipm when Busy.
- If a DISA Caller accesses a CO/IP Line, the Transit option is applied (CO to CO Attribute); this function can make a call recovered after conversation during an assigned time.

OPERATION

System

Incoming calls enabled for DISA service:

- The System will recognize the Incoming call.
- The System will answer the call and connect the caller to the Intercom Dial tone or AA announcement.
- The Call will be processed based on the entered digits/programming.

DISA Caller

To remotely access System resources:

1. Place call to the System DISA facility.
2. On receipt of the Intercom Dial tone/AA Announcement, dial as desired.

PROGRAMMING

Numbering Plan

Feature Numbering Plan, DISA Tone Service (PGM 113)

CO Line Data

CO COS (PGM 177) … see details on page A-63

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

CO Access From DISA (PGM 168 - FLEX 1) … see details on page A-55

PGM 168	BTN	RANGE	DEFAULT
CO ACCESS FROM DISA -- If this feature is set to ON, CO to CO call can be made from DISA line.	1	0: Off 1: On	Off

DISA Account Code (PGM 168 - FLEX 2) … see details on page A-55

PGM 168	BTN	RANGE	DEFAULT
DISA TO CO PASSWORD -- When making CO-to-CO call from DISA line, password can be requested.	2	0: Off 1: On	Off

DISA Retry Count (PGM 168 - FLEX 3) … see details on page A-55

PGM 168	BTN	RANGE	DEFAULT
DISA RETRY COUNT -- When DISA call is failed to route desired destination, the call can be retried as much as Retry Count.	3	1-9	3

CO to CO Attribute (PGM 179) … see details on page A-63

PGM 179	BTN	RANGE	DEFAULT
STATION OUTGOING CALL TRANSFER -- while stations are connected to outgoing CO call of first CO Group, the station can transfer the call to second CO group.	1	0: Off 1: On	On
OUTGOING CALL TRANSFER -- while ATD is connected to outgoing CO call of first CO Group, the ATD can transfer the call to second CO group.	2	0: Off 1: On	On
OUTGOING CALL TRANSFER RELEASE TYPE -- if outgoing CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	3	0: None 1: Release after Release Timer	None
OUTGOING CALL TRANSFER RELEASE TIME -- if an outgoing CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnecting, a warning tone is provided.	4	000-300 (sec)	060
INCOMING CALL TRANSFER DIRECTLY -- if this feature is set to ON, CO incoming call can be transferred directly without any stations or ATD to transfer the call.	5	0: Off 1: On	Off
STATION INCOMING CALL TRANSFER -- while stations are connected to incoming CO call of first CO Group, the station can transfer the call to second CO group.	6	0: Off 1: On	On
ATD INCOMING CALL TRANSFER -- while ATD is connected to incoming CO call of first CO Group, the ATD can transfer the call to second CO group.	7	0: Off 1: On	On

PGM 179	BTN	RANGE	DEFAULT
INCOMING CALL TRANSFER RELEASE TYPE -- If incoming CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	8	0: None 1: Release after Release Timer	None
INCOMING CALL TRANSFER RELEASE TIME -- If an incoming CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnected, warning tone is provided.	9	000-300 (sec)	060

CO Ring Assignment (PGM 167) … see details on page A-54

PGM 167	BTN	RANGE	DEFAULT
SERVICE TYPE -- If service type is set as 0-2, ring option is applied to ring assigned stations. Otherwise, if service type is set to 3, feature code is activated on incoming call.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
FEATURE CODE -- If Service type is set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	2	Valid Feature Code (refer to PGM 115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	3	00-30	00
100 (0) -- Assigned station and delay value can be displayed. Volume Up/Down key is used to scroll data.	4	-	-
MEMBER ASSIGN -- To change station's ring assign status, enter desired station range. (Max 30 stations can be assigned)	5	Start Station & End Station	-
DELAY -- Enter delay value; if delay is 0, station will start to ring immediately. If delay value is deleted, the station will not ring. Otherwise if delay is 1-9, the station will start to ring after delay time(3 times of delay value)	5-1	0-9	Sta 100 (Port 0):delay 0 Others: not assigned

DISA Supervision Timer (PGM 166 - FLEX 12) … see details on page A-52

PGM 166	BTN	RANGE	DEFAULT
DISA SUPERVISION TMR -- DISA Supervision Timer.	12	1-9 (sec)	2

VMIB Play Delay Timer (PGM 166 - FLEX 13) … see details on page A-52

PGM 166	BTN	RANGE	DEFAULT
VMIB PLAY DELAY TMR -- Determines the amount of time paused before playing VMIB announcement.	13	0-9 (sec)	0

RELATED FEATURES

VMIB-Auto Attendant … see page 7-37
Day/Night/Timed Ring Mode … see page 7-37
Dialing Restrictions … see page 3-63
Authorization Codes (Password) … see page 3-5
Unsupervised Conference … see page 3-53
VMIB Integrated Auto Attd/Voice Mail … see page 3-254
Auto Service Mode Control … see page 3-10

Dual Tone Multi-Frequency (DTMF) Signal Sending

CO Lines can be assigned for Dual Tone Multi-Frequency (DTMF) signaling.

CONDITIONS

- The System will mute the User's voice transmission to reduce interference while sending DTMF tones.

OPERATION

System

Operation of this feature is automatic when programmed.

PROGRAMMING

CO Line Data

CO COS (PGM 177)

Outgoing CO Line Inter-Digit Timer (PGM 174)

H.323 Multi Route Service

The system can set-up several destination IPs for one prefix. The destination IP is selected circularly when user tries to make a H.323 call.

CONDITIONS

- This feature is for only VoIP (H.323).

OPERATION

Operation of this feature is automatic when programmed.

PROGRAMMING

H.323

H.323 Route Attribute (PGM 360) … see details on page A-150

PGM 360	BTN	RANGE	DEFAULT
DIGIT (1) -- destination numbers associated with the H.323 routing system.	1	Max 8 digits	-
DEST IP ADDR -- destination IP address associated with the H.323 routing system.	2	-	0.0.0.0

H.323 VOIB Attributes (PGM 361) … see details on page A-151

PGM 361	BTN	RANGE	DEFAULT
SETUP MODE -- H.323 IP calls can be set-up using the H.323 Normal or Fast Start mode.	1	0:Normal 1:Fash Mode	Fash Mode
TUNNEL MODE -- H.323 IP calls can be set-up using the H.245 Encapsulation (Tunneling).	2	0:Off 1:On	On
DTMF SEND MODE -- during a connection, DTMF digits can be sent In-band or Out of band (H.245).	3	0:Inband 1:RFC2833 2:Out	Inband
DIFF SERV -- Diffserv pre-tagging for Voice packet. NOTE: High values may cause high packet discard levels.	4	0-63	4
G.711A CODEC -- usage of G.711A Codec Type.	5	0:Not Use 1:Use	Not Use

PGM 361	BTN	RANGE	DEFAULT
G.711U CODEC -- usage of G.711U Codec Type.	6	0:Not Use 1:Use	Not Use
G.729 CODEC -- usage of G.729 Codec Type.	7	0:Not Use 1:Use	Not Use
G.723 CODEC -- usage of G.723.1 Codec Type.	8	0:Not Use 1:Use	Not Use
GK USED -- used to determine if Gatekeeper will be used.	9	0:Off 1:On	Off

H.323 Incoming Attributes (PGM 362) … see details on page A-152

PGM 362	BTN	RANGE	DEFAULT
FROM IP-- IP address associated with H,323 incoming calls.	1	-	0.0.0.0
INCOMING CO GRP NUM -- CO group number associated with H.323 incoming calls.	2	01-72	-

Incoming Calling Line ID (ICLID) Call Routing

The system can employ Incoming Calling Line ID (ICLID) to determine the routing of Incoming external calls. Each CO/IP Line, including DID Lines, may be assigned to employ ICLID routing. The System will compare the received ICLID to entries in the ICLID Routing Table. If a match is found, the call will be routed to the destination defined in the ICLID Ring Assignment Table. Destinations can be the VMIB, an external Voice Mail, a Station or a Station Group.

CONDITIONS

- If the received ICLID does not match an entry in the ICLID Route Table, the call is routed according to CO Ring Assign Table.
- For analog CO Lines, the System will await receipt of a valid ICLID for the ICLID Ring Timer. At expiration of the timer, if ICLID is not received, the call is routed based on the type and other programming (Ring assignments, etc.) CO/IP Line.
- The ICLID received from the CO/IP Line must be a telephone number to match an ICLID Route Table entry.
- If ICLID routing is enabled for a DID line, DID Call Wait is disabled.
- Beside the System ICLID Table, each station can have up to 10 individual ICLID numbers.

OPERATION

System

The System will implement routing automatically based on database entries and the received ICLID.

PROGRAMMING

CO Line Data

ICLID Service (PGM 165 - FLEX 7) … see details on page A-54

PGM 165	BTN	RANGE	DEFAULT
ICLID SERVICE -- if this feature is set to ON, incoming call is routed according to ICLID Table(PGM 262)	7	0: Off 1: On	Off

Alternative Ring Table (PGM 181) … see details on page A-66

PGM 181	BTN	RANGE	DEFAULT
SERVICE TYPE -- If set as 0-2, ring option is applied to ring assigned stations. Otherwise, if set to 3, feature code is activated for incoming calls.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
CO RING ASSIGN -- Destination stations can be edited using a range or one by one. If press Flex 1-4 and then dial station range (up to 30 stations) or edit one station number.	2	(00-30) or one station number	-
FEATURE CODE -- If set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	3	Valid Feature Code (Refer to PGM115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	4	00-30 (secs)	00

CO Ring Assign Table (PGM 167) … see details on page A-54

PGM 167	BTN	RANGE	DEFAULT
SERVICE TYPE -- If service type is set as 0-2, ring option is applied to ring assigned stations. Otherwise, if service type is set to 3, feature code is activated on incoming call.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
FEATURE CODE -- If Service type is set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	2	Valid Feature Code (refer to PGM 115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	3	00-30	00
100 (0) -- Assigned station and delay value can be displayed. Volume Up/Down key is used to scroll data.	4	-	-
MEMBER ASSIGN -- To change station's ring assign status, enter desired station range. (Max 30 stations can be assigned)	5	Start Station & End Station	-
DELAY -- Enter delay value; if delay is 0, station will start to ring immediately. If delay value is deleted, the station will not ring. Otherwise if delay is 1-9, the station will start to ring after delay time (3 times of delay value).	5-1	0-9	Sta 100 (Port 0):delay 0 Others: not assigned

Table

ICLID Table (PGM 262) … see details on page A-115

PGM 262	BTN	RANGE	DEFAULT
ICLID NUMBER -- ICLID used to match the index.	1	24 digits	None
ICLID NAME -- ICLID name that is sent by the System to the destination for the ICLID routed call.	2	16 characters	-
INC CO GROUP NO -- The CO Group Number to apply ICLID route; if not assigned, ICLID is applied to all CO Groups.	3	1-72	-
DAY RING INDEX -- The index to be routed in Day; the Alternative Ring Index (PGM 181).	4	1-80	-

PGM 262	BTN	RANGE	DEFAULT
NIGHT RING INDEX -- The index to be routed in Night; the Alternative Ring Index (PGM 181).	5	1-80	-
TIMED RING INDEX -- The index to be routed in Timed; the Alternative Ring Index (PGM 181).	6	1-80	-
TENANT NO -- The tenant number to be applied the ICLID.	7	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

IP Trunking

H.323 v4 Service

When assigned to support H.323 protocol, VoIP channels provide protocol conversion between H.323 v4 and SIP. This permits the VoIP channel to connect to external H.323 networks or terminals and to support H.323v4 supplementary services. In addition, H.323 VoIP channels can register with an external H.323 Gatekeeper to support Gatekeeper call routing.

Supplementary services support employing H.450.1 - H.450.12 standards, which define the following supplementary services:

- H.450.1
- H.450.2
- H.450.3
- H.450.4
- H.450.5
- H.450.6
- H.450.7
- H.450.8
- H.450.9
- H.450.10
- H.450.11
- H.450.12

OPERATION

System

Operation of H.323 Service is automatic.

PROGRAMMING

H.323

H.323 Call Setup (PGM 361) … see details on page A-151

PGM 361	BTN	RANGE	DEFAULT
SETUP MODE -- H.323 IP calls can be set-up using the H.323 Normal or Fast Start mode.	1	0:Normal 1:Fash Mode	Fash Mode
TUNNEL MODE -- H.323 IP calls can be set-up using the H.245 Encapsulation (Tunneling).	2	0:Off 1:On	On
DTMF SEND MODE -- during a connection, DTMF digits can be sent In-band or Out of band (H.245).	3	0:Inband 1:RFC2833 2:Out	Inband
DIFF SERV -- Diffserv pre-tagging for Voice packet. NOTE: High values may cause high packet discard levels.	4	0-63	4
G.711A CODEC -- usage of G.711A Codec Type.	5	0:Not Use 1:Use	Not Use
G.711U CODEC -- usage of G.711U Codec Type.	6	0:Not Use 1:Use	Not Use
G.729 CODEC -- usage of G.729 Codec Type.	7	0:Not Use 1:Use	Not Use
G.723 CODEC -- usage of G.723.1 Codec Type.	8	0:Not Use 1:Use	Not Use
GK USED -- used to determine if Gatekeeper will be used.	9	0:Off 1:On	Off

SIP

SIP User ID Data …use *Web Admin* (PGM 370)

SIP CO Service …use *Web Admin* (PGM 371)

RELATED FEATURES

System Networking … see page 3-196

HARDWARE

VOIB

Session Initiation Protocol (SIP) Service

When assigned to support Session Initiation Protocol (SIP), VoIP channels provide protocol conversion between SIP and H.323. This permits the VoIP channel to connect to external SIP Networks for call services. In addition, to the IETF RFC-3261 SIP draft standard, System's VoIP channels support other SIP related RFCs including:

- RFC-2617 – HTTP Authentication, Basic & Digest
- RFC-3515 – Refer Method
- RFC-3264 – Offer/Answer Model
- RFC-3265 – SIP Basic Call Flow Examples
- RFC-3891 – SIP "Replaces" Header

Using the SIP database assignments, the System will register and authenticate with the SIP Proxy Server permitting the System to interoperate employing SIP to establish, manage and terminate real-time voice sessions with external parties.

OPERATION

System

Operation of SIP Service is automatic.

PROGRAMMING

SIP

SIP User ID Data … use *Web Admin* (PGM 370)

SIP CO Service … use *Web Admin* (PGM 371)

HARDWARE

VOIB

IP WAN Dialing After Answer

The System permits sending and receiving DTMF signals after connecting to an external VoIP party. The DTMF signal can be DTMF tone, Text String, or DTMF protocol (H.323 specification) based on System Programming.

CONDITIONS

- DTMF digits will not be recognized unless the connected VoIP party is transmitting.
- DTMF mode can be assigned in CO Line Group base. 3. If system gets IP call from unassigned IP address in PGM 362, system ignores it.

OPERATION

System

To make IP Call:

Dial telephone number starting with digit in PGM 360; the system makes IP call to the assigned IP address.

To receive IP Call:

If system gets call from the assigned IP address in PGM 362; the system routes the call to the incoming CO group number in PGM 362.

PROGRAMMING

H.323

H.323 Routing Attributes (PGM 360) … see details on page A-150

PGM 360	BTN	RANGE	DEFAULT
DIGIT (1) -- destination numbers associated with the H.323 routing system.	1	Max 8 digits	-
DEST IP ADDR -- destination IP address associated with the H.323 routing system.	2	-	0.0.0.0

H.323 Call Setup (PGM 361) … see details on page A-151

PGM 361	BTN	RANGE	DEFAULT
SETUP MODE -- H.323 IP calls can be set-up using the H.323 Normal or Fast Start mode.	1	0:Normal 1:Fash Mode	Fash Mode
TUNNEL MODE -- H.323 IP calls can be set-up using the H.245 Encapsulation (Tunneling).	2	0:Off 1:On	On
DTMF SEND MODE -- during a connection, DTMF digits can be sent In-band or Out of band (H.245).	3	0:Inband 1:RFC2833 2:Out	Inband
DIFF SERV -- Diffserv pre-tagging for Voice packet. NOTE: High values may cause high packet discard levels.	4	0-63	4
G.711A CODEC -- usage of G.711A Codec Type.	5	0:Not Use 1:Use	Not Use
G.711U CODEC -- usage of G.711U Codec Type.	6	0:Not Use 1:Use	Not Use
G.729 CODEC -- usage of G.729 Codec Type.	7	0:Not Use 1:Use	Not Use
G.723 CODEC -- usage of G.723.1 Codec Type.	8	0:Not Use 1:Use	Not Use
GK USED -- used to determine if Gatekeeper will be used.	9	0:Off 1:On	Off

H.323 Incoming Attributes (PGM 362) … see details on page A-152

PGM 362	BTN	RANGE	DEFAULT
FROM IP-- IP address associated with H,323 incoming calls.	1	-	0.0.0.0
INCOMING CO GRP NUM -- CO group number associated with H.323 incoming calls.	2	01-72	-

Integrated Service Digital Network (ISDN)

The System supports both Basic Rate Interface (BRI) and Primary Rate Interface (PRI) ISDN circuits.

ISDN Advice of Charge (AOC)

When ISDN Advice of Charge (AOC) service is provided from the ISDN, the system will deliver charge information for display on the Digital Phone LCD and include the AOC in SMDR records. AOC is implemented in accordance with ETSI ISDN AOC Specifications.

CONDITIONS

- AOC information implemented based on ETSI AOC standard, can be sent during call set-up (AOC-S), during the call (AOC-D) or at the end of call (AOC-E).
- This feature may not be available in the specific ISDN service area or may be a subscription service.

OPERATION

System

ETSI standard AOC operation is automatic.

PROGRAMMING

System Data

SMDR Attributes (PGM 232) … see details on page A-94

PGM 232	BTN	RANGE	DEFAULT
SMDR SERVICE -- SMDR Service Option. On-Line / Off-Line SMDR / SMDR-Interface / Email Service .can be enabled	1	0: Not Use 1: On-Line 2: Off-Line 3: On-Line/Off-Line 4: SMDR-Interface 5: SMDR E-Mail 6: Off-Line & E-Mail 7: On/Off-Line & E-Mail 8: Interface & E-Mail	0:Not Use
OUTGOING REPORT -- Outgoing Call Report Option for SMDR Service. If this option is set, outgoing call will be included at SMDR data	2	0:Off 1:On	0:Off
INCOMING REPORT -- Incoming Call Report Option for SMDR Service. If this option is set, incoming call will be included at SMDR data	3	0:Off 1:On	0:Off
ICM REPORT -- Internal Call Report Option for SMDR Service.If this option is set, internal call will be included at SMDR data	4	0:Off 1:On	0:Off
LOST CALL REPORT -- Outgoing or Incoming Lost Call Report Option for SMDR Service. If this option is set, CO lost call will be included at SMDR data	5	0:Off 1:On	0:Off
RECORD TYPE -- If set to on, LD calls are identified by the LONG DIST CALL DGT Counter; the system can record all outgoing calls or only long distance calls.	6	0:All Call 1:LD	0:All Call
LONG DIST CALL DGT CNT -- Dialed numbers, which exceed the assigned LD Digit count, are considered long distance calls for SMDR.	7	07-15	07
CURRENCY UNIT -- The unit of currency used for call cost can be identified with 3 alpha characters for easy reference.	8	Max 3 characters	-

PGM 232	BTN	RANGE	DEFAULT
COST PER PULSE -- When metering is provided by the PSTN, the cost per metering pulse can be assigned.	9	6 digits	000000
SMDR FRACTION -- Determines the position of the decimal in the Cost per Pulse, starting from the right-most digit.	10	0-5	0
HIDDEN DIALED DGT -- Determines the number of dialed digits to hide for security purposes, and replaced with "*". Button 13 below defines whether leading or trailing digits are hidden. In addition, the station must be assigned for SMDR HIDE, PGM CODE 131 button 7.	11	0-9	0
HIDDEN DGT POSITION -- When "HIDDEN DIALED DIGIT" is enabled, button 12 above, this field determines if leading or trailing digits are hidden.	12	0:Left 1:Right	1:Right
TRANSFER CHARGE MODE -- 1. INDIVIDUAL: When a call is transferred to another station, the transferred call is charged to two stations respectively. 2. INTEGRATE XFERING: When a call is transferred to another station, the call is charged to the transferring station. 3. INTEGRATE XFERED: When a call is transferred to another station, the call is charged to the transferred station.	13	0:Individual 1:Integrate Xfering 2:Integrate Xfered	0:Individual
TRANSFER CHARGE -- 1. NORMAL CHARGING: When Attendant make outgoing call and transfer this call to another station, the transferred will follow the Transfer Charge Mode. 2. ATD CHARGING: When Attendant makes outgoing call and transfers this call to another station, the call is charged to the Attendant. 3. XFERED CHARGING: When Attendant makes outgoing call and transfers this call to another station, the call is charged to the transferred station.	14	0:Normal Charging 1:Atd Charging 2:Xfered Charging	0:Normal Charging

PGM 232	BTN	RANGE	DEFAULT
WARNING TONE SVC -- if this option is enabled andSMDR service type is off-line, the system check free records space. And if free space is less than 1000, warning tone will be served as alarm to Attendant.	15	0:Off 1:On	0:Off
SMDR CONN TYPE -- This assigns port to be used for SMDR Interface. SMDR Interface is served through LAN or SIO.	16	0:SIO 1:LAN	0:SIO
- SMTP MAIL SERVER ADDRESS -- SMTP Mail Server IP Address.	Web Only	-	-
- SMTP MAIL SERVER PORT -- SMTP Mail Server Port Number		-	-
- SMDR REPORTED MAIL ADDRESS -- SMDR User Mail Address.		Max 64 characters	-
- SMDR SMTP MAIL SERVER ID -- SMTP Mail Server User ID		-	-
- SMDR SMTP MAIL SERVER PASSWORD -- SMTP Mail Server User Password		-	-
- SMDR SMTP SENDER ADD -- Sender Address of Reported SMDR E-Mail		Max 64 characters	-
- SMDR SMTP SEND WEEKLY SET -- Select SMDR Mail Send Day		N/A (Monday- Sunday)	N/A
- SMDR MAIL SEND DAILY SET -- Sets time-of-day for SMDR data to be sent on a daily basis (00 for no daily records, 01-23 for hour of the day).		00-23	00
- SMDR MAIL AUTO SEND MODE -- If the SMDR buffer is full, the system can automatically send a notification by e-mail.	Web Only	0:Off 1:On	1:On
- SMDR MAIL AUTO DELETE MODE -- Deletes SMDR records after sending e-mail.		0:Off 1:On	1:On

CO/IP Line Data

Charge Mode (PGM 160 - FLEX 11) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
CHARGE MODE -- If 'FREE', the external call though CO line is not printed/saved to SMDR even though SMDR is enabled. If 'REPORT', the external call though CO, line is included to SMDR according to the SMDR Attributes.	11	0: Free 1: Report	Report

RELATED FEATURES

Station Message Detail Recording (SMDR) … see page 3-183

Call Cost Display … see page 3-183

HARDWARE

PRIB

Calling/Called Party Identification (CLIP/COLP)

The System receives Calling Line Identification Presentation (CLIP) in the ISDN call Set-up Message. The Answering Party Identification, which may be different from the Called Party, is received in the ISDN Connect Message, is called Connected Line Identification Presentation (COLP). When provided, the Digital Phone LCD the identification, which is also included in call records. The received identification may be sent to a selected serial port.

Digital Phone Display

```
LINE XXX RINGING
03438502821
```

CLI Serial output

- When CLI is entered through a normal CO Line or not dialed, the destination through DID line:

  AAA: BBBBBBBB

- When CLI is entered and the Station number is called through DID line:

  AA A: BBBBBBBB : DDDDDDDDD(EEE) -> CCCCCCCC

- When CLI is entered and Station answers the ring:

  AAA: BBBBBBBB : DDDDDDDDD(EEE) -> FFFFFFFF

Where:

- AAA – ISDN CO line number
- BB…B – CLIP
- CCCCCCCC – Called Station
- DD…D – Speed Dial Name
- EEE – Speed Dial Bin Number (3 or 4)
- FFFFFFFF – Answering Station

The System will also compare the identification to the Speed Dial bins. If a match exists, the Name of the Speed Dial bin may be displayed in place of the number, CO/IP Name Display.

The System will send calling and answering party identification in the appropriate messages to the ISDN based on the database. Identification messages may be restricted, and not reported to the far-end user. Calling Line Identification Restriction and Connected Line Identification Restriction may be enabled in the System database.

CONDITIONS

- This feature may not be available in the specific ISDN service area or may be a subscription service.

OPERATION

Operation of this feature is automatic.

PROGRAMMING

System Data

CLI Print (PGM 223 - FLEX 6) … see details on page A-88

PGM 223	BTN	RANGE	DEFAULT
CLI PRINT -- If set to ON, CLI information is printed.	6	0: Off 1: On	0: Off

Keypad Facility

The ISDN Keypad Facility Information Element (IE) may enable the User to activate certain ISDN services (ex., Off-Net Forward). To access this facility, the Station must be enabled and have a Flex button programmed for {KEYPAD FACILITY}. When activated, the digits dialed by a User are sent in the Keypad Facility IE instead of the Called Party Number IE.

CONDITIONS

- This feature can be activated or deactivated only after a CO Line (ISDN) is seized.
- Once activated, the system will continue to send dialed digits as Keypad Facility IE messages regardless of ISDN messages; in the connected mode, DTMF tones are not sent to the connected party, only the keypad message is sent.
- This feature may not be available in the specific ISDN or may be a subscription service.
- The System can handle only a single Call Reference; services that require handling of two simultaneous Call References, cannot be supported.

OPERATION

Digital Phone

To program a {KEYPAD FACILITY} button:

Press [PGM] + {FLEX} + Button Feature Type (1) + {Keypad Facility} feature code + [SAVE]

To activate the keypad facility after seizing an ISDN line:

1. Lift Handset, or press [Speaker] button.
2. Press the {KEYPAD FACILITY} button.
3. Dial desired digits, other actions will disable the Keypad facility feature.

PROGRAMMING

Numbering Plan

Keypad Facility Code (PGM 113) … see details on page A-21

BTN	FEATURE (PGM 113)	REMARK
83	Keypad Facility	##*

Station Data

Flex Button Assignment (PGM 126) … see details on page A-30

Keypad Facility usage (PGM 133 - FLEX 12) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
KEYPAD FACILITY USAGE -- enable keypad facility.	12	0: Disable 1: Enable	Disable

RELATED FEATURES

Station Speed Dial … see page 3-143

HARDWARE

Digital Phone

PRIB

Multiple Subscriber Number (MSN)

The Multiple Subscriber Number (MSN) feature enables multiple stations to receive ISDN incoming calls at a specific destination. Additionally, it enables a station to place an outgoing call using a specific CLI.

CONDITIONS

- If a CO line uses Representative CLI, that information is sent before other CLI options.

OPERATION

If set, MSN operation is automatic.

PROGRAMMING

Station Data

Station DN Type (PGM 130 – FLEX 1) … see details on page A-32

Station CLI Number (PGM 135 – FLEX 6) … see details on page A-37

PGM 135	BTN	RANGE	DEFAULT
CLI NUMBER -- When not restricted (FLEX 4 & 5 above), this entry is added to the number sent in the ISDN call SETUP or CONNECT message in place of the station number.	6	24 digits	-

Station Flex Button Assign (PGM 126) … see details on page A-30

CO Line Data

CO Digit Conv. Table Index (PGM 160 – FLEX 6) … see details on page A-47

PGM 160	BTN	RANGE	DEFAULT
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2

System Data

Digit Conversion Table (PGM 251) … see details on page A-107

PGM 251	BTN	RANGE	DEFAULT
APPLY T-TYPE -- The Apply time type to be applied when the dialed digit is dialed.	1	0:Unconditional 1:Follow DNT 2: Follow LCR	Unconditional
DIALED DIGITS -- The dialed digits.	2	Max 16 digits	-
UNCOND CHANGED -- The CO Group Access Code and digits to be sent to PX when the dialed digit is pressed if Apply time type is 'unconditional'.	3	Max 16 digits	-
DAY CHANGED -- The CO Group Access Code and digits to be sent to PX in Day when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	4	Max 16 digits	-
NIGHT CHANGED -- The CO Group Access Code and digits to be sent to PX in Night when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'	5	Max 16 digits	-
TIMED CHANGED -- The CO Group Access Code and digits to be sent to PX in Timed when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	6	Max 16 digits	-
D1/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	7	Max 16 digits	-
D1/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	8	Max 16 digits	-
D1/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	9	Max 16 digits	-

PGM 251	BTN	RANGE	DEFAULT
D2/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	10	Max 16 digits	-
D2/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	11	Max 16 digits	-
D2/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	12	Max 16 digits	-
D3/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	13	Max 16 digits	-
D3/T2 CHANGED -- The digits to be dialed in 'Day 3/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	14	Max 16 digits	-
D3/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	15	Max 16 digits	-
DNT TIME INDEX -- Day/Night/Timed Time Table Index.	16	1-9, none	none
LCR TIME INDEX -- LCR Time Table Index.	17	1-9, none	none
NAME -- When DID destination starts to ring, the name is displayed on the ringing station's LCD.	18	Max 16 digits	-
APPLY OPTION -- The Apply Option can be applied according to the caller.	19	0:All 1:Station 2:CO Line 3:Diable	0:All

HARDWARE

PRIB

ISDN CLI

When programmed, the IDSN will send CLI information on incoming and outgoing Calls. On Incoming Calls, CLI information is delivered to the Calling Party System. On Outgoing Calls, CLI information is delivered to the Called Party System, and also from the Called Party System to the MBX IP.

CONDITIONS

- If a CO line is using Representative CLI, that information is sent before other CLI options.
- If a Station that places or answers the CO call has a CLI number programmed, only the CLI number of the station is sent as CLI information (similar to Long CLI option of ipLDK system).
- If a CO line is not using Representative CLI and the Station is not using a programmed CLI number, then the {CO Own Code} + {Station number} is used as CLI information.
- The Own Code of a CO Line is programmed separately to Incoming CLI and Outgoing CLI.
- If the CLIP Display option at the Station is Disabled, then Caller CLI is not displayed on the Station LCD when an incoming call is received.
- If the COLP Display option at the Station is Disabled, then CLI is not displayed on the Station LCD even after the Called Party answers the Station Outgoing Call.

OPERATION

If set, ISDN CLI operation is automatic.

PROGRAMMING

Station Data

Station CLI Attributes (PGM 135) … see details on page A-37

PGM 135	BTN	RANGE	DEFAULT
CLIP DISPLAY -- Calling Line Identification Presentation (CLIP), an ISDN service, sends the number of the calling party to the system in the call SETUP message. If enabled, the number will be shown in the Digital phone LCD.	1	0:Off 1:On	On
COLP DISPLAY -- COLP (Connected Line Id Presentation), an ISDN service, sends the number of the answering party to the system in the call CONNECT message. If enabled, the number will be shown in the Digital Phone LCD.	2	0:Off 1:On	Off
CLI/REDIRECT -- When an incoming ISDN call is redirected, the call SETUP message will contain an original and redirected CLI. This selection determines if the Digital Phone will display the original or redirected CLI number.	3	0: CLI 1: Redirect	CLI
CLIR WHEN OUTGOING -- CLIR (Calling Line Identification Restriction) an ISDN service, removes calling party ID sent from the PSTN to the called party with a RESTRICT instruction in the SETUP message. If enabled here, the system will send the RESTRICT instruction to the PSTN when an outgoing ISDN call is placed.	4	0: Off 1: On	Off
COLR WHEN ANSWER -- COLR (Connected Line Id Restriction) an ISDN service, removes connected party ID sent from the PSTN to the calling party with a RESTRICT instruction in the CONNECT message. If enabled here, the system will send the restrict instruction to the PSTN when the station answers an ISDN call.	5	0: Off 1: On	Off
CLI NUMBER -- When not restricted (FLEX 4 & 5 above), this entry is added to the number sent in the ISDN call SETUP or CONNECT message in place of the station number.	6	24 digits	-
CFWD CLI/REDIRECT -- When an incoming ISDN call is forwarded by the ISDN, the call SETUP message will contain an original and redirected CLI. This selection determines if the Digital Phone will display the original or redirected number.	7	0: CLI 1: Redirect	CLI

PGM 135	BTN	RANGE	DEFAULT
IGNORE CALLER CLIR -- When receive a call with CLIR option, ignore the option and display CID.	8	0: Off 1: On	Off
MOBILE EXTENSION CLI -- When mobile extension makes a call, CLI is determined by this option. (0:Caller No, 1:Mobile Station No, 2:Caller No + Mobile Staton No).	9	0: Caller No 1: Mobile Sta No 2: Caller + Mobile Sta	Caller No
LONG CLI 1 -- If CLI type of outgoing CO line is set to 1, Long CLI 1 is sent.	10	24 digits	-
LONG CLI 2 -- If CLI type of outgoing CO line is set to 2, Long CLI 2 is sent.	11	24 digits	-
LONG CLI 3 -- If CLI type of outgoing CO line is set to 3, Long CLI 3 is sent.	12	24 digits	-
CLI NAME DISPLAY -- If this is set to ON, Name matched with CLI will be displayed This selection determines if the Digital Phone will display CLI name with CLI.	13	0:Off 1:On	Off
STA NO HIDDEN -- If this is set to ON, station number is not displayed at calling or called party LCD. This selection determines if the Digital Phone will display Station number	14	0:Off 1:On	Off
CALL TRANSFER CLI -- When a STA makes transfer call, call SETUP message will contain an transferor or transferred CLI	15	0:Transferor 1:Transferred	Transferor

CO Line Data

Own Code - Incoming (PGM 165 – FLEX 9) … see details on page A-51

PGM 165	BTN	RANGE	DEFAULT
OWN CODE -- Own Code.	9	Max 16 digits	-

Own Code - Outgoing (PGM 170 – FLEX 12) … see details on page A-56

PGM 170	BTN	RANGE	DEFAULT
REPRESENTATIVE CLI -- When 'Use Represent CID' (PGM170-F10) is set to ON, representative CLI is sent when making outgoing call regardless of other CLI attribute.	12	Max 16 digits	-

Representative CID - Outgoing (PGM 170 – FLEX 11) … see details on page A-56

PGM 170	BTN	RANGE	DEFAULT
USE REPRESENTATIVE CLI -- If this feature is set to ON, representative CLI is used to every outgoing call of selected CO line.	11	0: Off 1: On	Off

HARDWARE

PRIB

ISDN Supplementary Services

In many cases, the ISDN Service Provider will offer enhanced services available for User Subscription. The System allows access to these ISDN Supplementary Services implemented under the ETSI standard as described.

ISDN Call Deflection

When ISDN Supplementary Service Call Deflection is supported, a User can Forward Incoming Calls on the ISDN Line directly through the ISDN without the need to establish a connection through the System.

When Call Deflection is used, the System sends a Call Deflection Request Message with the telephone number to the ISDN. The ISDN then sends Incoming Calls to the desired telephone number. In this case, the System does not set-up a CO Line-to-CO Line (Unsupervised Conference) connection for the call.

CONDITIONS

- The ISDN must support Call Deflection Supplementary Service as defined by the ETS300-202/206/207 Standard protocol.
- ISDN lines that support Call Deflection must be assigned in the System database.

OPERATION

Digital Phone

To activate ISDN Call Deflection for an External Phone Number:

1. Lift the handset or press the [SPEAKER] button to receive dial tone.
2. Press the [FWD] button.
3. Dial Forward condition (1-4, or #)
4. Dial CO Access Code and desired External Phone Number.

5. Replace the handset, and return to idle.

To deactivate ISDN Call Deflection:

Press flashing [FWD] button, Call Forward will deactivate and the [FWD] button LED will be extinguished.

PROGRAMMING

CO Line Data

ISDN CD (PGM 161 - FLEX 9) … see details on page A-48

PGM 161	BTN	RANGE	DEFAULT
GAIN TABLE IDX -- Determines Gain Table for CO line.	9	1-3	1

HARDWARE

ISDN Line

Digital Phone

Representative CLI Service

If a user makes a CO Call, the System can send Representative CLI instead of Individual CLI.

CONDITIONS

- This feature can be set for each CO Line.
- The maximum CLI length is 16 alphanumeric characters.
- Representative CLI has the highest priority over other CLIs.

OPERATION

If set, Representative CLI Service operation is automatic.

PROGRAMMING

CO Line Data

Representative CLI Usage (PGM 170 - FLEX 10) … see details on page A-56

PGM 170	BTN	RANGE	DEFAULT
OWN CODE TO TRANSIT CLI -- If this feature is set to ON and same feature of incoming CO attribute is also set to ON, then Own code of outgoing CO line is inserted to the CLI of transit CO call.	10	0: Off 1: On	Off

Representative CLI (PGM 170 - FLEX 11) … see details on page A-56

PGM 170	BTN	RANGE	DEFAULT
USE REPRESENTATIVE CLI -- If this feature is set to ON, representative CLI is used to every outgoing call of selected CO line.	11	0: Off 1: On	Off

Chapter 6

Digital Phone

The following Digital phones and Optional Boards are available for use with the MBX IP 100 and 300 Systems.

Digital Phones

- IP-7000 Series (7024LD, 7024D, 7016D, 7008D)
- IP-8000 Series (8024, 8012)

Optional Boards

- BTU (IP-8000 Series)
- MU/FU/MFU/BTU/USB (LDP-7000 Series)

DSS

- DSS/LSS (IP-8000 Series: IP-8012DSS, IP-8012LSS)
- LKD-48DSS
- LDP-7048DSS

Door Phone

- LDP-DPB

Auto Called Number Redial (ACNR)

A Station User can request to have the System retry a Busy or No Answer External Call until the call is connected or the feature is cancelled.

CONDITIONS

- The applicable Timers and Retry Counter must be programmed, - ACNR Pause Timer: Determines the time allowed between ACNR retries. - ACNR Retry Count: Determines the number of times the System will retry before ACNR is automatically cancelled.
- The call will be placed on the same path as originally used; if the path is Busy, an available CO/IP line in the same group will be seized.
- The ACNR Retry Counter decreases by one each time the System completes the Dialed Number.
- When the ACNR Pause Timer expires, if the station is in a Busy state, the ACNR Delay Timer is invoked.
- Upon completion of dialing, the System will monitor the call for progress signals.

OPERATION

System

If programmed, System operation for ACNR is automatic.

Digital Phone

To activate ACNR:

1. While receiving a Busy notification or No Answer, press the [MSG/CALLBK] button,
   OR
2. Press the {ACNR} Soft button.
3. Hang-up handset, or press [SPEAKER].

To cancel ACNR while phone is in Idle state:

Press the flashing [MSG/CALLBK] button.

To cancel ACNR during an ACNR attempt:

Lift the handset, press the [MUTE] button, or press the flashing [MSG/CALLBK] button.

PROGRAMMING

System Data

ACNR Pause Timer (PGM 220 - FLEX 3) … see details on page A-85

PGM 220	BTN	RANGE	DEFAULT
ACNR PAUSE TMR -- This timer establishes the time between ACNR attempts.	3	005-300 secs	030

Tenant Data

ACNR Retry Counter (PGM 280 - FLEX 4) … see details on page A-131

PGM 280	BTN	RANGE	DEFAULT
ACNR RETRY COUNT -- Determines the ACNR retry count.	4	0-5	3

Station Data

ACNR Access (PGM 133 - FLEX 5) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
ACNR ACCESS -- enable ACNR feature.	5	0: Disable 1: Enable	Disable

RELATED FEATURES

Last Number Redial (LNR) … see page 3-109
Speakerphone … see page 6-19
Mute … see page 6-13

HARDWARE

Digital Phone

Auto Release of [Speaker]

After completion of certain features, the [SPEAKER] will turn OFF automatically, returning the Digital Phone to Idle.

CONDITIONS

- Auto Release of [SPEAKER] also applies to features including Call Park, Call Back, Call Forward and CO/IP Queuing.
- If erroneous data is entered in Station Programming, an Error Tone is received and the User must correct the error before the station will return to Idle automatically.

OPERATION

System

Auto Release of [SPEAKER] operation is automatic for supported features (refer to Conditions).

RELATED FEATURES

Call Park … see page 3-24

Call Back … see page 4-11

Call Forward … see page 3-15

CO/IP Queuing … see page 3-45

HARDWARE

Digital Phone

Automatic Speaker Select

Digital Phones programmed for Auto Speaker Select can access a CO/IP line or an Internal Call by pressing the appropriate button without the need to lift the handset or press the [SPEAKER] button. Audio from the CO/IP Line or Called Station is sent to the Speaker as if the User pressed the [SPEAKER] button and the Speakerphone MIC is activated.

OPERATION

Digital Phone

To access an Internal or External System Resource: 1. Press an assigned {FLEX} button for the appropriate resource; the [SPEAKER] will be activated.

CONDITIONS

- This feature does not apply to Digital Phones not equipped/assigned with Speakerphone; the User must lift the Handset.
- Paging while on the Speakerphone may cause feedback from Paging Equipment; if Auto Speaker is enabled and a {PAGE ZONE} button is pressed, the display will show "LIFT THE HANDSET". To complete the page, User must lift the Handset within the predefined 5-second period or the phone will return to Idle.

PROGRAMMING

Station Data

Auto Speaker Selection (PGM 121 - FLEX 1) … see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
AUTO SPKR -- enables [SPEAKER] activation when a CO/IP, DSS or other feature button is pressed (handsfree).	1	0:Off 1:On	On

HARDWARE

Digital Phone

Background Music (BGM)

A Digital Phone can receive audio (generally music), from an Internal or External Source while it is Idle. Music from the source is received over the Speaker and will be disabled during Ringing, Paging, or when the Station is Off-Hook.

CONDITIONS

- Speaker volume can be adjustable at the Station using the [VOL UP]/[VOL DOWN] keys on the Digital Phone.
- Silence is provided if no BGM Source is assigned.

OPERATION

Digital Phone

To listen to Background Music:

1. Press the [PGM] button and Dial 24.
2. Select the desired {BGM Source}.
3. Press [SAVE] button.

RELATED FEATURES

Music-On-Hold (MOH) … see page 3-122

Internal/External & All Call Page … see page 4-16

HARDWARE

BGM source properly connected to the MPB (refer to Hardware & Installation Guide)

Call Log Display

Users of Digital Phones with Soft keys can view a Call Log of Incoming, Outgoing and Missed Calls on the Phone LCD (where applicable).

CONDITIONS

- One station can have up to 100 logged calls.
- Call Log is displayed as one of three types of calls: Received Call, Dialed Call and Lost Call.
- The Call Log is stored in volatile memory; it is not protected in case of power failure.

OPERATION

Digital Phone

To access the Call Log menu:

1. Press the {LOG} Soft button on the Digital Phone; a similar display will be presented.

```
 >01 -> 107
02  M  106
SEND        SELECT       EXIT
```

Symbol	Description
→	Outgoing (Dialed) Call
←	Incoming Answered (Received) Call
M	Missed (Lost) Call

2. Press the [VOL UP]/[VOL DOWN] buttons to select the Call Log to display.

```
 >01 -> 107
02  M  106
SEND        SELECT       EXIT
```

3. Press the {SEND} button to make a call, press {SELECT} to check the detailed information, or press {EXIT} to return to Main Menu selections.

HARDWARE

Digital Phones with 3 Soft keys

CO Line Name Display

When a CO/IP Call is received or a User seizes a CO/IP Path, the CO/IP Number is displayed on the LCD. If the CO/IP Path is assigned a Name and CO/IP Name Display is enabled, the CO/IP name will be displayed instead of the CO/IP Number.

CONDITIONS

- Each CO Line and IP Group can be assigned a Name of up to 12 characters in the System Database.

OPERATION

Digital Phone

To display the CO/IP Line Name while calling:

Dial CO/IP Access code, LCD displays CO/IP Line Name.

PROGRAMMING

CO Line Data

Incoming CO Line Name (PGM 165 - FLEX 1) … see details on page A-51

PGM 165	BTN	RANGE	DEFAULT
NAME -- incoming CO line name can be assigned.	1	Max 16 chars	-

CO Line Access Code Name (PGM 180 - FLEX 1) … see details on page A-64

PGM 180	BTN	RANGE	DEFAULT
ACCESS CODE NAME -- When a CO Grp Access code is dialed or Flex Button is pressed; name is displayed on the station's LCD.	1	Max 16 chars	-

HARDWARE

Digital Phone with LCD

One Time DND

While a Station is ringing or receiving an Off-Hook Muted Ring, the User can press the [DND] button, to reject the call and terminate Ringing. When the Station returns to the Idle status, DND is automatically cancelled and the [DND] LED is extinguished. If the DND button is pressed while on a call, any ringing to the Station regardless of destination DN, will be rejected and will not ring.

CONDITIONS

- If the [DND] button is pressed while on an active call, subsequent calls will not be received for the duration of that call.
- One Time DND operates regardless of DND Access privilege.
- If the [DND] button is pressed when Delayed Ring Service is enabled, the Station will continue to receive Incoming Call Ringing.
- CO/IP recalls will override One Time DND.

OPERATION

Digital Phone

To activate One Time DND while on a call

Press the [DND] button, the [DND] LED lights, station goes to DND state.

System

Deactivation

When the Station returns to Idle, DND automatically is cancelled and the [DND] LED will extinguish.

PROGRAMMING

Station Data

DND Access (PGM 132 - FLEX 4) … see details on page A-34

PGM 132	BTN	RANGE	DEFAULT
DND ACCESS -- enables DND to be activated by the station.	4	0: Disable 1: Enable	Enable

RELATED FEATURES

Do Not Disturb (DND) … see page 3-76

HARDWARE

Digital Phone

Group Listening

All Digital Phones have a built-in speaker. If enabled, the User may use the speaker to monitor a call while using the Handset to converse with an Outside party. This enables a group of people in the room to listen to both parties in the conversation.

CONDITIONS

- While using the Speakerphone, lifting the handset will turn-off the Speakerphone; to activate Group Listening, the [SPEAKER] button must be pressed while the Handset is Off-Hook.
- While in Group Listening Mode, pressing the [MUTE] button will cause the TX path from the Handset to be Muted; the distant-end will still be heard over both the handset receiver and the Station Speaker.
- If full Speakerphone operation is desired and available while in Group Listening Mode simply replace the Handset to go On-Hook.
- Digital Phones without a built-in speaker (LIP8004D/LDP-7004/LDK-02N/etc.), are not able to use this feature.

OPERATION

Digital Phone

While on a call using the Handset:

Press the [SPEAKER] button; the Speaker will activate, and the Speakerphone Microphone will be Muted while the Handset is Off-Hook.

PROGRAMMING

Station Data

Group Listen (PGM 121 - FLEX 4) … see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
GROUP LISTEN -- enables Group Listen feature, audio is sent to both the handset and speaker with the handset microphone active and speakerphone microphone OFF.	4	0: Off 1: On	Off

RELATED FEATURES

Speakerphone … see page 6-19

Mute … see page 6-13

HARDWARE

Digital Phone

Intercom Signaling Mode

Each Digital Phone can select the applicable signaling mode used for incoming ICM calls while the station is Idle; there are three signaling modes available:

- Call Announce with Hands free Answer-Back (H) – When an ICM call is received, the User receives a splash tone followed by the ICM caller's voice. The user may respond to the Caller without the need to Lift the Handset or press the [SPEAKER] button.
- Call Announce with Privacy (P) – When an ICM call is received, the User will receive a Splash tone followed by the ICM Caller's voice; the User must lift the Handset or press the [SPEAKER] button to connect the call.
- Tone Ring (T) – An ICM call will cause the Digital Phone to provide an audible ICM ring tone; the user must lift the handset or press [SPEAKER] to answer.

NOTE: Digital Phones use Tone Ring Mode as a default, and SLTs always function in the Tone Ring Mode.

CONDITIONS

- Callback and Call Forward will ring in the tone mode, regardless of ICM Signaling Mode selected by the User.
- The ICM Signaling Mode Selection does not affect Page announcements.
- By default, the ICM Signaling Mode is Tone ring, and is stored in battery-protected memory.

OPERATION

Digital Phone

To change ICM Signaling Mode:

1. Press the [PGM] button; the [SPEAKER] button LED will light steady.
2. Dial 11 {Station User Program code}, and a confirmation tone is received.

3. Dial the desired ICM Signaling Mode code (1=H, 2=T, or 3=IP). 4. Press the [SAVE] button.

PROGRAMMING

Tenant

Intercom Busy One-Digit Service (PGM 237) … see details on page A-103

PGM 237	BTN	RANGE	DEFAULT
STEP CALL -- determines if Step Call is enabled or disabled.	1	0: Disable 1: Enable	Disable
DIGIT 1 -- when accessing a busy tone, User may dial for one of the one-touch services.	2	0: N/A 1: Call-Back 2: Camp On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	0: N/A
DIGIT 2 --	3		
DIGIT 3 --	4		
DIGIT 4 --	5		
DIGIT 5 --	6		
DIGIT 6 --	7		
DIGIT 7 --	8		
DIGIT 8 --	9		
DIGIT 9 --	10		
DIGIT 0 --	11		
DIGIT * --	12		Call Wait
DIGIT # --	13		Voice-Over

RELATED FEATURES

Intercom Call (ICM Call) … see page 4-2

Paging … see page 4-16

HARDWARE

Digital Phone

Mute

A Digital Phone can turn off audio transmission from the Handset, Speakerphone or Headset Microphone (Mic Mute).

CONDITIONS

- Changing from Speakerphone to Handset or vice versa while the phone is Muted will re-activate the phone microphone, transmitting audio.
- Returning to Idle or placing another CO/IP or Intercom call will cancel Mute, and re-establish audio transmission from the phone.

OPERATION

Digital Phone

To Mute the Microphone:

While on a call, press the [MUTE] button; the [MUTE] button LED will illuminate and the microphone (Handset, Speakerphone, Headset) will be muted, disabling audio transmission to the other party.

To activate the Microphone:

Press the illuminated [MUTE] button; the [MUTE] button LED will be extinguished, and the microphone is activated, transmitting audio to the connected party.

PROGRAMMING

Station Data

Headset Ring (PGM 121 - FLEX 3) … see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
HEADSET RING -- in Headset mode, this item selects device to receive incoming ring signals. - Speaker, Headset or Both.	3	0:Speaker 1:Headset 2:Both	Speaker

RELATED FEATURES

Speakerphone … see page 6-19

Group Listening … see page 6-10

Off-Hook Signaling

This Feature is based on the DN Feature. When an Off-Hook Station receives a call or a CO/IP Call rings into the System for the Off-Hook Station, the Station will receive the assigned Off-Hook Ring signal for Intercom Calls, Camp-On, Call Wait, or Voice-Over Announcements. For Calls with a different DN, Off-Hook Ring signaling may be received with LED notification. Off-Hook Ring signaling delivered to the Digital Phone Speaker either may be a Muted Normal Ring signal or a Single Burst Tone based on the System assignment.

CONDITIONS

- While using the Speakerphone, a Camp-On tone is provided over the Speaker in place of the assigned Off-Hook Ring signal.
- Activating the DND or One-Time DND places the Station in DND, terminating any Off-Hook signaling.
- Off-Hook Ring signals terminate when the call is Answered, Forwarded, or Abandoned.
- The Station will receive Normal Ring signals following return to Idle status.

OPERATION

System

If set, Off-Hook Ring signal operation is automatic.

PROGRAMMING

Station Data

DN Member (PGM 130 - FLEX 2) … see details on page A-32

Camp On Access (PGM 133 - FLEX 8)… see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
CAMP ON ACCESS -- enable camp-on feature.	8	0: Disable 1: Enable	Enable

Call Wait Access (PGM 133 - FLEX 7) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
CALL WAIT ACCESS -- enable to leave a call wait when a called station does not answer or in DND state.	7	0: Disable 1: Enable	Enable

HARDWARE

Digital Phone

On-Hook Dialing

Digital Phones equipped with a Speakerphone can allow Users to place as well as receive calls while the Handset is On-Hook. Once the User activates the Speakerphone by pressing the [SPEAKER] button or Automatic Speaker Select, Dial tone is received and the User may dial the desired number.

CONDITIONS

- If the Outgoing call is not Answered, the User must press the illuminated [SPEAKER] button to return to Idle.
- When the Speakerphone is used, the Microphone is active unless the [MUTE] button is pressed, and the [MUTE] button LED is On.

OPERATION

Digital Phone

To activate On-Hook Dialing:

1. Press the [SPEAKER] button, and Dial tone is received; the [SPEAKER] button LED will illuminate.
2. Dial the desired number (ICM number, or select CO/IP path and dial).

PROGRAMMING

Station Data

Auto Speaker Selection (PGM 121 - FLEX 1) … see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
AUTO SPKR -- enables [SPEAKER] activation when a CO/IP, DSS or other feature button is pressed (handsfree).	1	0:Off 1:On	On

RELATED FEATURES

Mute … see page 6-13

Speakerphone see page 6-19

Automatic Speaker Select see page 6-4

Prime Line Immediately/Delayed

When a User Station goes Off-Hook, the System normally provides the ICM dial tone. If desired, a Station can be assigned to access a pre-selected Prime Line. The Prime Line can be set for:

- Seizing a CO/IP Line
- Calling another Station
- Feature Code (as selected)

Prime Line access can be defined as:

- Immediate – When phone goes Off-Hook, the System will provide access to the Prime Line.
- Delayed – The Station User will receive the normal Intercom Dial tone for the designated Prime Line Delay Timer and will access the Prime Line following Timer expiration.

CONDITIONS

- Prime Line is based on DN.
- When the User lifts the Handset or presses the [SPEAKER] button, the System will act as if the User pressed the pre-defined digits prior to going Off-Hook.
- When Delayed Prime Line is set, the User must wait, taking no action until the Prime Line is accessed; the user receives the ICM Dial tone during this period, and may dial any valid numbering plan digit(s) or select a Flex button or Feature button.
- If the Prime Line Delay Timer is greater than Dial Tone timer, Delayed Prime Line will not activate; it will be necessary to reduce the Delayed Prime Line Timer or extend the Dial Tone timer.
- If Prime Line is set without delay, the Station can only place a call; to make any other action such as Call Transfer, or Conference Call, the Auto Dial Pause Timer must not be set to 0.

OPERATION

Digital Phone

To access the Station Prime Line:

Lift the Handset or press the [SPEAKER] button; take no action (wait), Prime Line will be accessed as designated.

PROGRAMMING

Station Data

Auto Dial Digit (PGM 138 - FLEX 1) … see details on page A-40

PGM 138	BTN	RANGE	DEFAULT
AUTO DIAL DGT -- Digits will be dialed automatically.	1	Max 16 digits	-

Auto Dial Pause Time (PGM 138 - FLEX 2) … see details on page A-40

PGM 138	BTN	RANGE	DEFAULT
AUTO DIAL PAUSE TIME -- Auto dial pause time.	2	00-30	0

RELATED FEATURES

Speakerphone … see page 6-19

Intercom Call (ICM Call) … see page 4-2

Station Flexible Buttons … see page 6-21

Differential Ring

The User can select one of 14 Ring tones so that the MBX IP Phone ring can be distinguished from other nearby phones. Up to 8 Ring tones can be stored in the MBX IP Phone permanent memory; the first 4 tones are fixed, and the other Ring tones can be downloaded from a library of 10 Ring tones stored in the System protected memory.

After downloading a tone from System memory, it can be selected as the Differential Ring Tone.

CONDITIONS

- The downloadable Ring tone files are stored in System memory as *.wav files with a maximum length of 4 seconds. These files can be replaced as desired using the Web Upload function.
- Ring tone download is only supported at LIP-series terminals.

OPERATION

MBX IP Phone

To download a Ring Tone from System memory:

1. Press the [PGM] button.
2. Dial 23 {Ring Tone Download code}.
3. Select the desired Ring tone location (5-8).
4. Select the Ring source using the [VOL UP]/[VOL DOWN] keys and press the [SELECT] button or dial the appropriate ring number to select.
5. While listening to music, - Dial 1 to save the selected music source - Dial 2 to return previous step.

To select the downloaded Ring Tone:

1. Press the [PGM] button.
2. Dial 21 (Intercom Ring tones), or 22 (CO/IP Ring tones).
3. Press the [OK] soft button or fixed button.
4. Dial the desired Ring tone digit (5-8). 5. Press the [SAVE] button.

RELATED FEATURES

Differential Ring … see page 3-72

Saved Number Redial (SNR)

The Last Dialed number on a CO/IP Call may be stored (up to 24 digits) in a buffer for future Redial. This number is saved in memory until the User stores a new number. Numbers dialed for subsequent calls do not affect the Save Number Redial (SNR) buffer.

CONDITIONS

- The SNR can be a maximum of 24 digits.
- Dialing the Saved Number will automatically seize the CO/IP line that was used for the original call; if the CO/IP Line is Busy, a CO/IP Line from the same group will be selected and the saved number dialed. If all CO/IP lines from the group are busy, the user will receive All Lines Busy tone and may select to Queue the call.
- Dialing the SNR will automatically seize the DN that was used for the original call. If the DN is used by another Station, automatically Prime DN will be selected and saved.
- SNR is saved in permanent memory, protected from power failure.

- Manually dialing a Flash during a CO call will cause only those digits after the Flash to be stored and re-dialed as the SNR.

OPERATION

Digital Phone

To save a Dialed number, while on a CO/IP Call:

After dialing, but before hanging up, press the [SPEED] button twice; the dialed number will be stored in the SNR buffer.

To dial a Saved number:

1. Lift the handset or press the [SPEAKER] button.
2. Press the [SPEED] button.
3. Dial #.

RELATED FEATURES

Station Speed Dial … see page 3-143

System Speed Dial … see page 3-146

Last Number Redial (LNR) … see page 3-109

HARDWARE

Digital Phone

Speakerphone

Digital Phones equipped with a Speakerphone can use the telephone hands-free in two-way conversations.

CONDITIONS

- If Automatic Speaker Select is enabled at the Station, pressing a DSS, DN, CO Line Access Code or Speed Dial button will automatically activate the Speakerphone.
- The [MUTE] button LED indicates the status of the Microphone, when lit the Microphone is inactive.
- When Group Listen is enabled, pressing the [SPEAKER] button while using the handset will send audio to both the Handset and Speaker. However, only the Handset microphone will be active; in order to activate the Speakerphone Microphone, the Handset must be On-Hook.

- Each Digital Phone equipped with Speakerphone is allowed/denied Speakerphone operation based on System Database Admin. Programming.
- When Headset operation is assigned for the Station, the Speakerphone is disabled and the [SPEAKER] button activates the Headset audio path instead of the Speaker.

OPERATION

Digital Phone

To activate the Speakerphone:

While on a Call or when placing a Call, press the [SPEAKER] button; the LED will illuminate.

To switch from Handset to Speakerphone:

1. While on a Call, press the [SPEAKER] button; the LED will illuminate.
2. Replace Handset, the Speakerphone is activated.

To terminate a Speakerphone call:

While on a Call using the Speakerphone, press the [SPEAKER] button; the LED will extinguish.

PROGRAMMING

Station Data

Headset Ring (PGM 121 - FLEX 3) … see page A-25

PGM 121	BTN	RANGE	DEFAULT
HEADSET RING -- in Headset mode, this item selects device to receive incoming ring signals. - Speaker, Headset or Both.	3	0:Speaker 1:Headset 2:Both	Speaker

Headset Mode (PGM 121 - FLEX 2) … see page A-25

PGM 121	BTN	RANGE	DEFAULT
HEADSET MODE -- selects Speakerphone mode, Headset mode or Ear Mic Mode.	2	0:Speaker 1:Headset 2:E-MIC	Speaker

RELATED FEATURES

Mute … see page 6-13

Group Listening … see page 6-10

Automatic Speaker Select … see page 6-4

Green Power Save … see page 3-98

Station Flexible Buttons

The Digital Phone incorporates a field of Flex buttons as well as the Fixed Feature buttons. The Flex buttons are assigned in the System database to access features, functions and resources of the System. Specifically, Flex buttons can be assigned as:

- Empty button – No system database assignment.
- {DSS} button – used to place One-touch ICM calls to a designated Station and display Station status.
- A Flex Numbering Plan, button activates the feature associated with the assigned digits from the Flexible Numbering Plan.
- A DN Flex button accesses and dials the assigned number.
- An External Telephone Number including CO Access Code to make external call.
- A CO Line Appearance button provides access to the individual CO Line assigned to the Flex button. The CO Line button LED provides the status of the CO Line.
- Fixed button activates the feature associated with the fixed button

With the exception of CO Line buttons, Flex buttons can be assigned at the station by the end-user. If allowed in the database, the user can also assign or reassign CO Line buttons.

CONDITIONS

- Fixed button programming is supported when the Phone does not already have the same Fixed button.
- If a Fixed button or Dial Number button is set to not allow User modification according to Admin. Programming, the User cannot change the button.
- DN button can be assigned or changed by Admin. Programming. The station can only change the ring option of DN button.

OPERATION

Digital Phone

To assign a Flex button at the station:

1. Press the [PGM] button.
2. Press the desired Flex button.
3. Select the type. - 1: Telephone number or Feature code. - 2: Fixed Button. - 0: Delete.
4. Select the desired button type using the [VOL UP]/[VOL DOWN] key to assign a Fixed button,

   OR
5. Dial the desired number to create the Telephone number button.
6. Press the [SAVE] button.

To change the ring option of DN button:

1. Press the [PGM] button.
2. Press the desired DN Flex button.
3. Dial '1' or '0'. - 1: Immediate Ring - 0: No Ring
4. Press the [SAVE] button.

PROGRAMMING

Numbering Plan

Flexible Numbering Plan (PGM 112 -115) … see details on page A-16

Station Data

Station Flexible Button Assignment (PGM 126) … see details on page A-30

RELATED FEATURES

Flexible Numbering Plan … see page 3-96

HARDWARE

Digital Phone

Station Flexible LED Flash Rates

The Flash Rates used with the various Flex buttons on the Digital Phone can be adjusted on a System-wide basis according to Customer needs. Up to 48 different functions can be assigned from of 15 different Flash Rates.

CONDITIONS

- Available Flash rates and functions, which can be assigned, are given in the Admin & Programming Manual.

OPERATION

System

The System implements Flash Rates automatically based on Database entries.

PROGRAMMING

System Data

LED Data (PGM 234) … see details on page A-98

Station Data

Station Flexible Button (PGM 126) … see details on page A-30

HARDWARE

Digital Phone

Station ICLID Call Routing

The Station can employ Incoming Calling Line ID (ICLID) to determine appropriate routing for Incoming External Calls.

CONDITIONS

- If the received ICLID does not match an entry in the Station ICLID List, the Station will receive CO/IP Line Ringing.
- This feature applies to all digital and analog CO Lines.
- The ICLID received from the CO/IP Line must be a telephone number to match a station ICLID List.
- Each Station can have 10 ICLID numbers individually.

OPERATION

Digital Phone

To assign ICLID at the Station:

1. Press [PGM] button and Dial 71, then the empty ICLID bin automatically will be allocated.
2. Enter ICLID and press [SAVE] button.
3. Enter the Routing Destination, and press the [SAVE] button.

NOTE: Routing Destination can be a Station number, Hunt Group number or VMIB Forward code.

To view the assigned ICLID at the Station:

1. Press [PGM] button and dial 72; ICLID information is displayed.
2. Press [VOLUMN UP/DOWN] to view the ICLID List.

To delete the assigned ICLID on the Station:

1. Press [PGM] button and Dial 72; ICLID information is displayed
2. Select the ICLID bin with [VOL UP]/[VOL DOWN] buttons and press [SAVE].
3. Press [SPEED] button; confirmation tone will be presented.
4. Dial 1 (Delete).

Station User Programming & Codes

Users can program an array of Functions and Features, and Access Status information. The Station User Program Codes used for these purposes are fixed as listed below.

User Program Code Chart

USER PGM CODE	DESCRIPTION	REMARK
11	Intercom Answer Mode	1:H, 2:T, 3:P
12 + Name	User name creation	2 digits for each character
13 + Time	Set wake-up alarm time	HH/mm, 24-hour clock
14	Cancel Wake-up Alarm	-
15	Set language for the display	00-14
16	LCD Date Mode Change	DD/MM/YY or MMDDYY
17	LCD Time Mode Change	12 Hour/24 Hour
18	Set Backlight	0-3
21	ICM Ring Type	-
22	TRK Ring Type	-
23	Ring Download	LIP-Series Only
24	Back Ground Music	-
31	Temporary COS	Auth. Code required
32	Retrieve COS	Auth. Code required
33	COS Override (Walking COS)	Auth. Code required
34	Register Password	-
35	Call Log Protect	-
36	SMS Message Protect	LIP-Series/LDP6000-Series
41 + MSG number [xx]	Set Pre-defined Message.	0-9, MSG *: User Custom # Deactivation
42	Create a Station User Message	-
43	Send SMS Message	LIP Series/LDP6000 Series
44	Receive SMS Message	LIP Series/LDP6000 Series
51 + x	Activate a mobile phone	X =1-2
52 + x	Register the mobile number	X =1-2

USER PGM CODE	DESCRIPTION	REMARK
53 + x	Register the mobile CLI number	X=1-2
54 + Rm & Auth Code	Start a Conf Room	-
55 + Rm & Auth Code	Close a Conf Room	-
61	Speaker/Headset Mode	Speak/Headset/E-MIC
62	Headset Ring Mode	Speaker/Headset/Both
71	Register Station ICLID	-
72	View Station ICLID	-
81	View IP Address	IP Phone/ DTIM/SLTM
82	View Mac Address	IP Phone/ DTIM/SLTM
83	View IP Phone version	-
80	Network Setting	LIP Series
91	System Version	-
92	System IP Address	-

DECT Program Code Chart

USER PGM CODE	DESCRIPTION	REMARK
12 + Name	User name creation	2 digit for each character
13 + time	Set wake-up alarm time	HH/mm, 24-hour clock
14	Cancel Wake-up Alarm	-
15	Set language for the display	00-14
31	Temporary COS	Auth Code
32	Retrieve COS	Auth Code
33	COS Override (Walking COS)	Auth Code
34	Register Password	-
41 + MSG number [xx]	Set Pre-defined Message	0-9, MSG *: User Custom # Deactivation
42	Create a Station User Message	-
51 + x	Activate a mobile phone	x= 1 –2
52 + x	Register the mobile number	x= 1 –2

USER PGM CODE	DESCRIPTION	REMARK
53 + x	Register the mobile CLI number	X = 1-2
54 + Rm & Auth Code	Start a Conf Room	-
55 + Rm & Auth Code	Close a Conf Room	-
71	Register Station ICLID	-
72	View Station ICLID	-
91	System Version	-
92	System IP Address	-

Additionally, a Station User Program Menu display is provided on the Phone display to assist the User in setting the Station User Program Code Features and Functions. The [VOL UP]/[VOL DOWN] buttons are used to scroll through the Menu items and the Dial Pad is used to enter a selection.

OPERATION

Digital Phone

To activate a Station User Program Code Feature or Function:

1. Press the [PGM] button, the Station User Program Menu is displayed.
2. Use the [VOL UP]/[VOL DOWN] to display the desired menu item.

   OR
3. Dial the desired Station User Program Code and additional entries as required

Two-Way Record

A Digital Phone User can record any active conversation to the Station User's Internal/External Mailbox or to a Phontage Hard Disk drive or UCS Client (where applicable). A {RECORD} button must be assigned to access this feature and record Normal Incoming/Outgoing Calls.

CONDITIONS

- The {RECORD} button LED will flash at 120 ipm while recording.
- Two-Way Recording feature is a manual recording, while the feature Call Recording is an automatic recording method.
- This feature is available when using the VMIB, Feature Server, or an external AA/VM, using SMDI communications mode. When an external AA/VM system uses in-band (DTMF) mode, Two-Way Record is not available.
- Using Feature Server or VMIB, Internal Calls can be recorded as well as External Calls.
- If a Destination for recording is not defined for the {RECORD} button, the Call Record Destination defined is employed.
- Conference Call is not supported for more than 2-parties.
- When recording starts, the user hears two-way record warning tone. This tone is defined tenant tone table at 73 [Two-Way Record Warning Tone].

OPERATION

Digital Phone

To assign a flexible button as a {RECORD} button:

Press [PGM] + {FLEX} + Button Feature Type(1) + {Two-Way Record Feature Code} + [SAVE]

To activate Two-Way Record:

1. While on an active CO/IP Call, press the {RECORD} button.
2. The Record tone will be heard, prompting the Parties on the Call that recording has begun.

NOTE: To manage recordings, follow the procedures outlined in the Phontage or UCS Client User Guide.

To stop Two-Way Record:

1. While on an active CO/IP Call that is being recorded by the Station, press the {RECORD} button again.

   OR

2. Hang-up, and return to idle.

PROGRAMMING

Station

Auto Record Service (PGM 145 - Btn 3) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
AUTO-RECORD SERVICE -- determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable

Two-way Record Access (PGM 145 - Btn 4) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
TWO WAY RECORD ACCESS -- when allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable

Two-way Record Device (PGM 145 - Btn 5) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
TWO-WAY RECORD DEVICE -- determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards

System

Tone Table (PGM 290) … see details on page A-138

PGM 290	BTN	RANGE	DEFAULT
TONE TYPE -- Designates the Tone type.	1	01: Normal Tone 02: VMIB Prompt 03: VMIB Announcement 04: Internal MOH 05: External MOH 06-09: VMIB MOH 1/2/3/4 10-14: SLT MOH 1-5	01: Normal Tone
TONE TIME -- Determines the amount of time tone is provided.	2	1-600	10
TONE PORT -- Tone port index of PGM 264. The cadence of tone port may be changed by using Web-Admin.	3	1-19	-
PROMPT/ANNC NO -- The VMIB Prompt or Announcement number when tone type is VMIB Prompt or announcement.	4	1-255	-
PROMPT/ANNC RPT -- The VMIB Prompt or Announcement Repeat number when tone type is VMIB Prompt or announcement.	5	0-100	1
PROMPT/ANNC INTVL -- The VMIB Prompt or Announcement Repeat interval when VMIB Prompt or announcement. Repeat is assigned.	6	0-100	0

Answering Machine Emulation (AME)

When internal or external calls are forwarded to VMIB, the user can check and hear saved messages and also can record the call, using the {Mute} button. AME feature has LED Blinking mode and Speaker Hearing mode. The User can program an {AME} button to a flex button which will allow them to assign AME mode with this button.

- LED Blinking Mode — When a call is forwarded to VMIB, the {AME} LED button will blink as notification; the user can hear saved voice conversations by pressing the {AME} button.
- Speaker Hearing Mode — When a call is forwarded to VMIB, the speaker automatically will be open to hear the calling party. The user can listen to the call, save it, or pick-up the call by pressing the {AME} button or {Mute} button.

NOTE: If user presses the {AME} button, the call will be connected without saving the message being left. If user presses the {Mute} button, the conversation will start and it will be saved at the same time.

CONDITIONS

- VMIB Access feature has to be ON (enabled)
- AME Function will be start when VMIB Forward feature is set.

OPERATION

Digital Phone

To assign a flexible button as {AME }:

Press [PGM] + {FLEX} + Button Feature Type(1) + {AME Access Feature Code} + [SAVE]

To assign LED Blinking Mode:

Press the {AME} button. 2. Press 1 (LED Blinking Mode).

To assign Speaker Hearing Mode:

Press the {AME} button. 2. Press 2 (Speaker Hearing Mode)

To Delete AME Feature:

1. Press the {AME} button.
2. Press 0 (Disable)

To Answer a call in LED Blinking Mode:

1. When a call has been forwarded to VMIB, the {AME} Button will blink.
2. Press {AME} button to go to Speaker Hearing mode.
3. Press {AME} button to communicate without saving conversation,

   OR
4. Press {Mute} Button to communicate with saving conversation

To Answer a call in Speaker Hearing Mode:

1. When a call is forwarded to VMIB, press the {AME} button to communicate without saving conversation,

   OR
2. Press {Mute} Button to communicate while saving the conversation.

PROGRAMMING

Station

VMIB Access (PGM 145 - FLEX 1) … see details on page A-43

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable

HARDWARE

Digital Phone

VMIB, Feature Server or External SMDI based AA/VM system

Phontage or UCS Client

Voice Over

This feature allows Digital Phone Users, to receive a voice announcement through the handset receiver while on an existing call (CO, IP or Intercom). The Voice Over (OHVO) will be muted to not interfere with the existing conversation. The Called Station User may respond to the Calling Party using Call Wait.

CONDITIONS

- The Receiving Station must be programmed to allow OHVO calls.

OPERATION

Digital Phone

Placing a Voice Over (OHVO) while receiving a Busy signal:

1. Dial the {Voice-Over code}, selected in Tenant Intercom Busy One-Digit service.
   OR
2. Press a pre-programmed {OHVO} button.
3. After the splash tone is heard, begin announcement.

Responding to a Voice Over announcement:

While on the active call, press the [HOLD] button, activating the Call Wait feature.

PROGRAMMING

Station Data

Voice Over Access (PGM 133 - FLEX 9) … see details on page A-35

PGM 133	BTN	RANGE	DEFAULT
VOICE OVER ACCESS -- enable voice over feature.	9	0: Disable 1: Enable	Disable

System Data

Intercom Busy One-Digit Service (PGM 237) … see details on page A-103

PGM 237	BTN	RANGE	DEFAULT
STEP CALL -- determines if Step Call is enabled or disabled.	1	0: Disable 1: Enable	Disable
DIGIT 1 -- when accessing a busy tone, User may dial for one of the one-touch services.	2	0: N/A 1: Call-Back 2: Camp On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	0: N/A
DIGIT 2 --	3		
DIGIT 3 --	4		
DIGIT 4 --	5		
DIGIT 5 --	6		
DIGIT 6 --	7		
DIGIT 7 --	8		
DIGIT 8 --	9		
DIGIT 9 --	10		
DIGIT 0 --	11		
DIGIT * --	12		Call Wait
DIGIT # --	13		Voice-Over

HARDWARE

Digital Phone

Chapter 7

Attendants

Attendant Group

The System can have an Attendant Group (up to 5 Attendants) per Tenant. Each Attendant position must be equipped with a multi-button Phone and may include multiple DSS Consoles.

There are 2 different destinations to cover Attendant duties in a Tenant as follows:

- Night Attendant Group – Can be assigned as Hunt Group and covers Attendant Calls when all Attendants in a Tenant are in {DND}.status or the System is in Night Ring mode.
- Forward Destination – This can be assigned as Station/Hunt Group/Telephone Number and it covers Attendant Call according to the Forward type of the Attendant group.

CONDITION

- The first Attendant (System Attendant) is assigned as Station 100 (default), and others are not assigned.
- Attendant Calls (using the Attendant Call Code) is routed to first available Attendant according to Attendant Group Type (Terminal/Circular/Ring/Longest idle).
- A member in Attendant Group can use all DN features.
- If a member in the Attendant Group sets DND/FWD/Preselected Msg., Attendant Call will not be received.
- LIP/LKD/LDP series set for SADN-type can be assigned as the member of an Attendant Group.
- The Tenant of an Attendant member should be the same as Attendant Group.

OPERATION

If set, Attendant Group operation is automatic.

PROGRAMMING

Tenant Data

Attendant Group Assignment (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

Attendant Group Greeting/Queuing Tone (PGM 271) … see details on page A-122

PGM 271	BTN	RANGE	DEFAULT
GREETING TYPE -- Determines the type of Greeting Tone to be used.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1: Normal
GREETING PLAY -- Determines the Greeting Play time.	2	000-180 (sec)	000
GREETING TONE NO --- Determines the Greeting Tone number when greeting type is set to Normal.	3	01-19	04
GREETING PROMPT/ANNC -- Determines the Greeting Prompt/ Announce Number when Greeting Type is set to Prompt or Announce.	4	001-255	Not Asg

PGM 271	BTN	RANGE	DEFAULT
GREETING REPEAT NO -- Determines the number of times the Greeting will repeat.	5	000-100	3
GREETING RPT DELAY -- Determines the length of time the timer will pause before the greeting is repeated.	6	000-100 (seconds)	0
QUEUING TYPE -- Determines the type of Queuing Tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
QUEUING TIMER -- Determines the Greeting/Queuing Timeout Timer.	8	010-300 (sec)	030
QUEUING TONE NO -- Determines the Queuing Tone number used when Queuing Type is set to Normal.	9	01-19	00
QUEUING PROMPT ANNC -- Determines the Queuing Prompt/ Announce Number when the Queuing Type is set to Prompt or Announce.	10	001-255	Not Asg
QUEUING REPEAT NO -- determines the Queuing Repeat number.	11	000-100	3
GREETING RPT DELAY -- Determines the Pause Timer before Queuing is repeated.	12	000-100 (seconds)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0

PGM 271	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	14	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	4: INT MOH
SECOND Q. TIMER -- This entry defines the timer for forward destination.	15	000-300 (seconds)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	16	01-19	Not Asg
SECOND PRT ANNCThis entry defines second queuing prompt / annc.Number in case queuing type is PROMPT/ANNC.	17	001-255	Not Asg
SECOND REPEAT NO -- This entry defines second queuing repeat number.	18	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	19	000-100 (seconds)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	20	0-1	0

Attendant Group Attribute (PGM 272) … see details on page A-124

PGM 272	BTN	RANGE	DEFAULT
CALL IN GREETING -- Determines if call is routed to the Attendant when Greeting Tone is played.	1	0: After Greeting 1: In Greeting	1: In Greeting
MAX QUEUE COUNT -- Determines the Queue count.	2	00-99	05

PGM 272	BTN	RANGE	DEFAULT
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
APPLY TIME TYPE -- Determines the time setting for applying the Forward type.	4	0: All 1: Day 2: Night 3: Timed	0: All
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-
WRAP UP TMR -- Determines the Wrap-up Timer; a member is available when this timer expires after a member goes to idle.	6	000-600 (100ms)	5
MEMBER NO ANS TMR -- Determines the No Answer timer; if this timer expires, a call is routed to the next attendant	7	05-60 (seconds)	15
ATD CALL BY STA NO -- This entry defines attendant call by dialing attendant member. 0 : the call for attendant follows normal call. 1: the call for attendant follows attendant group call	8	-	Off
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer expires, a call is routed to the forward destination according to forward type.	9	0-180 (seconds)	0
PROVIDE ANNC-- This entry defines if system answer the call when a greeting or queuing announcement is provided.	10	0: With Answer 1: W/O Answer	0: With Answer

Night Attendant Group Assignment (PGM 275) … see details on page A-126

PGM 275	BTN	RANGE	DEFAULT
NIGHT ATTD GR TYPE -- NightDetermines the type of Night Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0: Terminal
NIGHT ATTD GR NAME -- Determines the name of the night Attendant group.	2	Max 16	-
NIGHT MEMBER ASG -- Assigns Stations as members of a Night Attendant group.	3	-	-

Night Attendant Group Greeting/Queuing Tone (PGM 276) … see details on page A-127

PGM 276	BTN	RANGE	DEFAULT
GREETING TYPE -- Determines the type of Greeting Tone to be used.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1: Normal
GREETING TYPE -- Determines the type of Greeting Tone used.	1	0: Normal 1: Prompt 2: Annc 3: INT MOH 4: EXT MOH	0: Normal
GREETING PLAY -- Determines the Greeting Play time.	2	000-180 (sec)	000
GREETING TONE NO --- Determines the Greeting Tone number when greeting type is set to Normal.	3	01-19	04

PGM 276	BTN	RANGE	DEFAULT
GREETING PROMPT/ANNC -- Determines the Greeting Prompt/ Announce Number when Greeting Type is set to Prompt or Announce.	4	001-255	Not Asg
GREETING REPEAT NO -- Determines the number of times the Greeting will repeat.	5	000-100	3
GREETING RPT DELAY -- Determines the length of time the timer will pause before the greeting is repeated.	6	000-100 (seconds)	0
QUEUING TYPE -- Determines the type of Queuing Tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
QUEUING TIMER -- Determines the Greeting/Queuing Timeout Timer.	8	010-300 (sec)	030
QUEUING TONE NO -- Determines the Queuing Tone number used when Queuing Type is set to Normal.	9	01-19	00
QUEUING PROMPT ANNC -- Determines the Queuing Prompt/ Announce Number when the Queuing Type is set to Prompt or Announce.	10	001-255	Not Asg
QUEUING REPEAT NO -- determines the Queuing Repeat number.	11	000-100	3
GREETING RPT DELAY -- Determines the Pause Timer before Queuing is repeated.	12	000-100 (seconds)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0

PGM 276	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	14	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4: INT MOH
SECOND Q. TIMER -- This entry defines the timer for forward destination.	15	000-300 (seconds)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	16	01-19	Not Asg
SECOND PRT ANNCThis entry defines second queuing prompt / annc.Number in case queuing type is PROMPT/ANNC.	17	001-255	Not Asg
SECOND REPEAT NO -- This entry defines second queuing repeat number.	18	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	19	000-100 (seconds)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	20	0-1	0

Night Attendant Group Attribute (PGM 277) … see details on page A-130

PGM 277	BTN	RANGE	DEFAULT
CALL IN GREETING -- Determines if call is routed to the Attendant when Greeting Tone is played.	1	0: After Greeting 1: In Greeting	1: In Greeting
MAX QUEUE COUNT -- Determines the Queue count.	2	00-99	05

PGM 277	BTN	RANGE	DEFAULT
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
APPLY TIME TYPE -- Determines the time setting for applying the Forward type.	4	0: All 1: Day 2: Night 3: Timed	0: All
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-
WRAP UP TMR -- Determines the Wrap-up Timer; a member is available when this timer expires after a member goes to idle.	6	000-600 (100ms)	5
MEMBER NO ANS TMR -- Determines the No Answer timer; if this timer expires, a call is routed to the next attendant	7	05-60 (seconds)	15
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer expires, a call is routed to the forward destination according to forward type.	8	0-180 (seconds)	0
PROVIDE ANNC-- This entry defines if system answer the call when a greeting or queuing announcement is provided.	9	0: With Answer 1: W/O Answer	0: With Answer

Numbering Plan

Feature Numbering Plan, Attendant Call (PGM 113) … see details on page A-18

BTN	FEATURE (PGM 113)	REMARK
1	Attendant Call	0

HARDWARE

Digital Phone

Night Attendant Group

This feature allows an Alternate Answer Point while the Attendant station is in an unavailable mode. When in the unavailable mode, the next available Attendant in a Tenant will receive Attendant calls. If All Attendants in a Tenant activates Night Attendant or the System is in Night mode, Calls will be routed to the Night Attendant Group.

CONDITIONS

- Night Attendant activates when all members of an Attendant Group activate DND; the Night Group will receive Attendant Group Calls until Attendant Member Station is available.
- Night Attendant activates when Ring mode is changed to Night mode.
- LIP/LKD/LDP series Phones set to SADN-type can be assigned as a member of a Night Attendant Group.

OPERATION

If set, Night Attendant Group operation is automatic.

PROGRAMMING

Tenant Data

Night Attendant Group Assignment (PGM 275) … see details on page A-126

PGM 275	BTN	RANGE	DEFAULT
NIGHT ATTD GR TYPE -- NightDetermines the type of Night Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0: Terminal
NIGHT ATTD GR NAME -- Determines the name of the night Attendant group.	2	Max 16	-
NIGHT MEMBER ASG -- Assigns Stations as members of a Night Attendant group.	3	-	-

Night Attendant Group Greeting/Queuing Tone (PGM 276) … see details on page A-127

PGM 276	BTN	RANGE	DEFAULT
GREETING TYPE -- Determines the type of Greeting Tone to be used.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1: Normal
GREETING TYPE -- Determines the type of Greeting Tone used.	1	0: Normal 1: Prompt 2: Annc 3: INT MOH 4: EXT MOH	0: Normal
GREETING PLAY -- Determines the Greeting Play time.	2	000-180 (sec)	000
GREETING TONE NO --- Determines the Greeting Tone number when greeting type is set to Normal.	3	01-19	04
GREETING PROMPT/ANNC -- Determines the Greeting Prompt/ Announce Number when Greeting Type is set to Prompt or Announce.	4	001-255	Not Asg
GREETING REPEAT NO -- Determines the number of times the Greeting will repeat.	5	000-100	3
GREETING RPT DELAY -- Determines the length of time the timer will pause before the greeting is repeated.	6	000-100 (seconds)	0

PGM 276	BTN	RANGE	DEFAULT
QUEUING TYPE -- Determines the type of Queuing Tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
QUEUING TIMER -- Determines the Greeting/Queuing Timeout Timer.	8	010-300 (sec)	030
QUEUING TONE NO -- Determines the Queuing Tone number used when Queuing Type is set to Normal.	9	01-19	00
QUEUING PROMPT ANNC -- Determines the Queuing Prompt/ Announce Number when the Queuing Type is set to Prompt or Announce.	10	001-255	Not Asg
QUEUING REPEAT NO -- determines the Queuing Repeat number.	11	000-100	3
GREETING RPT DELAY -- Determines the Pause Timer before Queuing is repeated.	12	000-100 (seconds)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0

PGM 276	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	14	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4: INT MOH
SECOND Q. TIMER -- This entry defines the timer for forward destination.	15	000-300 (seconds)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	16	01-19	Not Asg
SECOND PRT ANNCThis entry defines second queuing prompt / annc.Number in case queuing type is PROMPT/ANNC.	17	001-255	Not Asg
SECOND REPEAT NO -- This entry defines second queuing repeat number.	18	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	19	000-100 (seconds)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	20	0-1	0

Night Attendant Group Attribute (PGM 277) … see details on page A-130

PGM 277	BTN	RANGE	DEFAULT
CALL IN GREETING -- Determines if call is routed to the Attendant when Greeting Tone is played.	1	0: After Greeting 1: In Greeting	1: In Greeting
MAX QUEUE COUNT -- Determines the Queue count.	2	00-99	05

PGM 277	BTN	RANGE	DEFAULT
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
APPLY TIME TYPE -- Determines the time setting for applying the Forward type.	4	0: All 1: Day 2: Night 3: Timed	0: All
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-
WRAP UP TMR -- Determines the Wrap-up Timer; a member is available when this timer expires after a member goes to idle.	6	000-600 (100ms)	5
MEMBER NO ANS TMR -- Determines the No Answer timer; if this timer expires, a call is routed to the next attendant	7	05-60 (seconds)	15
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer expires, a call is routed to the forward destination according to forward type.	8	0-180 (seconds)	0
PROVIDE ANNC-- This entry defines if system answer the call when a greeting or queuing announcement is provided.	9	0: With Answer 1: W/O Answer	0: With Answer

Greeting/Queuing Tone Service

The System can provide a Greeting tone or Queuing tone when a call is routed to an Attendant Group or Night Attendant Group.

When a call is routed to the Attendant/Night Attendant Group, the pre-assigned Greeting or Queuing Tone will be provided to the caller. The tone will be provided according to the Tone Time/Delay Time/Repeat counters. There are 7 types of Tones:

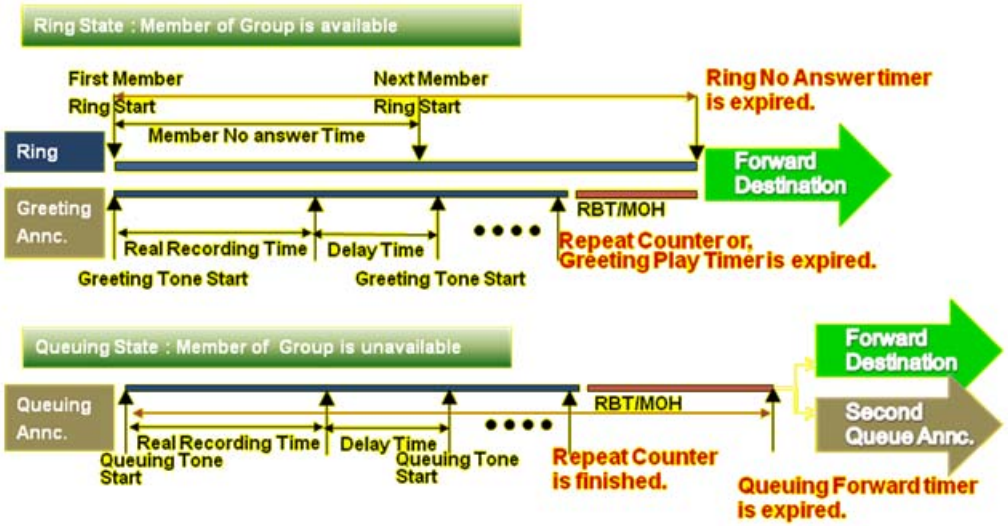
- NORMAL - System Tone (01-19, Tone Freq. in PGM 264)
- PROMPT - VMIB Prompt
- ANNOUNCEMENT - VMIB Announcement
- INT MOH
- EXT MOH
- VMIB MOH (1-4 for MBX IP-300, 1-3 for MBX IP-100)
- SLT MOH (1-5)

CONDITIONS

- If Greeting Play timer is expired, RBT is provided.
- During Announcement delay time, MOH or RBT can be provided by PGM.
- If queuing announcement forward timer is expired, second queuing announcement can be provided.
- If Second queuing announcement forward timer is not assigned, a call is routed to the forward destination after first queuing announcement forward timer is expired.

OPERATION

If set, Greeting/Queuing Tone Service operation is automatic.



PROGRAMMING

Tenant Data

Attendant Group Attribute (PGM 271-272) … see details on page A-122

PGM 271	BTN	RANGE	DEFAULT
GREETING TYPE -- Determines the type of Greeting Tone to be used.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1: Normal
GREETING PLAY -- Determines the Greeting Play time.	2	000-180 (sec)	000

PGM 271	BTN	RANGE	DEFAULT
GREETING TONE NO --- Determines the Greeting Tone number when greeting type is set to Normal.	3	01-19	04
GREETING PROMPT/ANNC -- Determines the Greeting Prompt/ Announce Number when Greeting Type is set to Prompt or Announce.	4	001-255	Not Asg
GREETING REPEAT NO -- Determines the number of times the Greeting will repeat.	5	000-100	3
GREETING RPT DELAY -- Determines the length of time the timer will pause before the greeting is repeated.	6	000-100 (seconds)	0
QUEUING TYPE -- Determines the type of Queuing Tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
QUEUING TIMER -- Determines the Greeting/Queuing Timeout Timer.	8	010-300 (sec)	030
QUEUING TONE NO -- Determines the Queuing Tone number used when Queuing Type is set to Normal.	9	01-19	00
QUEUING PROMPT ANNC -- Determines the Queuing Prompt/ Announce Number when the Queuing Type is set to Prompt or Announce.	10	001-255	Not Asg
QUEUING REPEAT NO -- determines the Queuing Repeat number.	11	000-100	3
GREETING RPT DELAY -- Determines the Pause Timer before Queuing is repeated.	12	000-100 (seconds)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0

PGM 271	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	14	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	4: INT MOH
SECOND Q. TIMER -- This entry defines the timer for forward destination.	15	000-300 (seconds)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	16	01-19	Not Asg
SECOND PRT ANNCThis entry defines second queuing prompt / annc.Number in case queuing type is PROMPT/ANNC.	17	001-255	Not Asg
SECOND REPEAT NO -- This entry defines second queuing repeat number.	18	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	19	000-100 (seconds)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	20	0-1	0

PGM 272	BTN	RANGE	DEFAULT
CALL IN GREETING -- Determines if call is routed to the Attendant when Greeting Tone is played.	1	0: After Greeting 1: In Greeting	1: In Greeting
MAX QUEUE COUNT -- Determines the Queue count.	2	00-99	05

PGM 272	BTN	RANGE	DEFAULT
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
APPLY TIME TYPE -- Determines the time setting for applying the Forward type.	4	0: All 1: Day 2: Night 3: Timed	0: All
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-
WRAP UP TMR -- Determines the Wrap-up Timer; a member is available when this timer expires after a member goes to idle.	6	000-600 (100ms)	5
MEMBER NO ANS TMR -- Determines the No Answer timer; if this timer expires, a call is routed to the next attendant	7	05-60 (seconds)	15
ATD CALL BY STA NO -- This entry defines attendant call by dialing attendant member. 0 : the call for attendant follows normal call. 1: the call for attendant follows attendant group call	8	-	Off
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer expires, a call is routed to the forward destination according to forward type.	9	0-180 (seconds)	0
PROVIDE ANNC-- This entry defines if system answer the call when a greeting or queuing announcement is provided.	10	0: With Answer 1: W/O Answer	0: With Answer

Table Data

Tone Frequency/Cadence (PGM 264) … see details on page A-117

CCR Service for Attendant Queuing Annoucement

The System can provide CCR Service during queuing announcement according to the CCR option.

A CCR Table defines a dialed digit (0-9, #, and *) to a designated route; each individual digit corresponds with a route:

- Station
- Station Group
- CO Group Access Code
- Internal Page Zone
- Voice Mail Access Code
- CCR Access Code + VMIB Announcement
- CCR Access and Drop Code + VMIB Announcement
- Conference Room
- Net Number

In addition, the System will monitor digits for a system numbering plan(eg station number). if the User dials a Station number, Group Queuing Service is finished and a call is routed to the dialed destination .

CONDITIONS

- SIP/ISDN Terminal does not support CCR feature.

OPERATION

If set, Greeting/Queuing Tone Service operation is automatic.

PROGRAMMING

Tenant Data

Station Group Attribute (PGM 201-202) … see details on page A-68

PGM 201	BTN	RANGE	DEFAULT
GREETING TYPE -- this entry defines the type of greeting tone.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	1
GREETING PLAY -- this entry defines greeting play time.	2	000-180 (secs)	000
GREETING TONE NO -- This entry defines greeting tone number in case greeting type is normal.	3	01-19	Not Assigned
GREETING PRT/ANNC -- This entry defines greeting prompt / annc. Number in case greeting type is PROMPT/ANNC.	4	001-255	Not Assigned
GREETING REPEAT NO -- This entry defines greeting repeat number.	5	000-100	3
GREETING RPT DELAY -- This entry defines the pause timer before greeting repeat.	6	000-100 (secs)	0

PGM 201	BTN	RANGE	DEFAULT
QUEUING TYPE -- This entry defines the type of queuing tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	3
QUEUING TIMER -- This entry defines the timer for queuing forward or second queuing announcement.	8	000-300 (secs)	30
QUEUING TONE NO -- This entry defines queuing tone number in case queuing type is normal.	9	01-19	Not Assigned
QUEUING PRT/ANNC -- This entry defines queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	10	001-255	Not Assigned
QUEUING REPEAT NO -- This entry defines queuing repeat number.	11	000-100	3
QUEUING RPT DELAY -- This entry defines the pause timer before queuing repeat.	12	000-100 (secs)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0
MOH FOR ANNC. -- This entry defines MOH option during queuing annc. Pause time.	14	01-12	none

PGM 201	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	15	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
SECOND Q. TIMER -- This entry defines the timer for forward destination.	16	000-300 (secs)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	17	01-19	Not Assigned
SECOND PRT/ANNC -- This entry defines second queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	18	001-255	Not Assigned
SECOND REPEAT NO -- This entry defines second queuing repeat number.	19	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	20	000-100 (secs)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	21	0-1	0
MOH FOR ANNC, -- This entry defines MOH option during second queuing annc. Pause time.	22	01-12	none

PGM 202	BTN	RANGE	DEFAULT
CALL IN GREETING -- This entry defines if a call is routed to a destination during greeting tone is played.	1	0: After Greeting 1. In Greeting	After Greeting
MAX QUEUE COUNT -- This entry defines queue count.	2	00-99	00

PGM 202	BTN	RANGE	DEFAULT
FORWARD TYPE -- This entry defines forward type. 0. Not used 1. Unconditional: a call is routed to a forward destination unconditionally. 2. Queuing overflow: a call is routed to a forward destination when a queue is overflow. 3.Tmeout: a call is routed to a forward destination when a timeout timer is expired. 4. All: a call is routed to a forward destination when a queue is overflow or Timeout timer is expired.	3	0: 1: Uncond 2: Q Overflow 3: Time out 4: All	Not Used
APPLY TIME TYPE -- This entry defines a time to apply forward type.	4	0: ALL 1: DAY 2: NIGHT 3: TIMED	ALL
FWD DESTINATION -- This entry defines a forward destination. (Trunk access code should be included).	5	Max 16 digits	None
WRAP UP TMR -- This entry defines a wrap up timer. A member is available when this timer is expired after a member goes to idle.	6	000-600	010
MEMBER NO ANS TMR -- This entry defines no answer timer about each member. If this timer is expired, a call is routed to the next member.	7	05-60	15
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer is expired, a call is routed to the forward destination according to forward type.	8	0-180	0
PROVIDE ANNC.-- This entry defines if system answer the call when a greeting or queuing announcement is provided	9	0: With Answer 1: W/o Answer	With Answer

Table Data

Tone Frequency/Cadence (PGM 264) … see details on page A-117

Announcement Table (PGM 259) … see details on page A-114

PGM 259	BTN	RANGE	DEFAULT
The VMIB slot & Prompt No. to be used for playing the VMIB Announcement No.	1-4	VMIB Slot (00-18) & Prompt No (01-70)	-
CCR Index used for playing the VMIB Announcement No.	5	1-100	-

CCR Table (PGM260) … see details on page A-115

PGM 260	BTN	RANGE	DEFAULT
CCR TABLE -- The destination of CCR input digit; the destination can be a Station number, Station group number or Feature code. NOTE: For Feature codes, refer to the Numbering Plan for the applicable codes.	1-12	Max 8 digits	-

Forward Destination, Overflow Service

This can be assigned as Station/Hunt Group/Telephone Number, covering Attendant Call according to the Forward type of the Attendant Group. There are 4 kinds of Forward type in an Attendant Group:

- Unconditional
- Queuing Overflow
- Queuing Timeout
- Queuing Overflow or Queuing Timeout

The Overflow Destination can be programmed as Station/Station Group/External number/NET Destination.

OPERATION

To use the Unconditional Forward Overflow Destination:

1. Dial the {Attendant Call code}.
2. The Call is Routed to the Forward Destination.

To use the Queuing Overflow Forward Destination:

1. Dial the {Attendant call code}.
2. The Call is Queued when all Member Stations are in Busy mode.

NOTE: The Call will be Routed to the Forward Destination when max. queue has been Overflowed.

To use Queuing Timeout Forward Destination:

1. Dial the {Attendant Call code}.
2. The call is Queued when all Member Stations are in Busy mode.

NOTE: Calls will be Routed to the Forward Destination when Queuing Time has expired.

To use Queuing Overflow or Timeout as Forward Destination:

1. Dial the {Attendant Call code}.
2. The Call is Queued when all Member Stations are in Busy mode. NOTE: The Call will be routed to the Forward destination when Queuing Time expires or Max. Queue is overflowed.

PROGRAMMING

Tenant Data

Attendant Group Attribute (PGM 271-272) … see details on page A-122

PGM 271	BTN	RANGE	DEFAULT
GREETING TYPE -- Determines the type of Greeting Tone to be used.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1: Normal
GREETING PLAY -- Determines the Greeting Play time.	2	000-180 (sec)	000
GREETING TONE NO --- Determines the Greeting Tone number when greeting type is set to Normal.	3	01-19	04
GREETING PROMPT/ANNC -- Determines the Greeting Prompt/ Announce Number when Greeting Type is set to Prompt or Announce.	4	001-255	Not Asg
GREETING REPEAT NO -- Determines the number of times the Greeting will repeat.	5	000-100	3
GREETING RPT DELAY -- Determines the length of time the timer will pause before the greeting is repeated.	6	000-100 (seconds)	0

PGM 271	BTN	RANGE	DEFAULT
QUEUING TYPE -- Determines the type of Queuing Tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
QUEUING TIMER -- Determines the Greeting/Queuing Timeout Timer.	8	010-300 (sec)	030
QUEUING TONE NO -- Determines the Queuing Tone number used when Queuing Type is set to Normal.	9	01-19	00
QUEUING PROMPT ANNC -- Determines the Queuing Prompt/ Announce Number when the Queuing Type is set to Prompt or Announce.	10	001-255	Not Asg
QUEUING REPEAT NO -- determines the Queuing Repeat number.	11	000-100	3
GREETING RPT DELAY -- Determines the Pause Timer before Queuing is repeated.	12	000-100 (seconds)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0

PGM 271	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	14	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	4: INT MOH
SECOND Q. TIMER -- This entry defines the timer for forward destination.	15	000-300 (seconds)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	16	01-19	Not Asg
SECOND PRT ANNCThis entry defines second queuing prompt / annc.Number in case queuing type is PROMPT/ANNC.	17	001-255	Not Asg
SECOND REPEAT NO -- This entry defines second queuing repeat number.	18	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	19	000-100 (seconds)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	20	0-1	0

PGM 272	BTN	RANGE	DEFAULT
CALL IN GREETING -- Determines if call is routed to the Attendant when Greeting Tone is played.	1	0: After Greeting 1: In Greeting	1: In Greeting
MAX QUEUE COUNT -- Determines the Queue count.	2	00-99	05

PGM 272	BTN	RANGE	DEFAULT
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
APPLY TIME TYPE -- Determines the time setting for applying the Forward type.	4	0: All 1: Day 2: Night 3: Timed	0: All
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-
WRAP UP TMR -- Determines the Wrap-up Timer; a member is available when this timer expires after a member goes to idle.	6	000-600 (100ms)	5
MEMBER NO ANS TMR -- Determines the No Answer timer; if this timer expires, a call is routed to the next attendant	7	05-60 (seconds)	15
ATD CALL BY STA NO -- This entry defines attendant call by dialing attendant member. 0 : the call for attendant follows normal call. 1: the call for attendant follows attendant group call	8	-	Off
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer expires, a call is routed to the forward destination according to forward type.	9	0-180 (seconds)	0
PROVIDE ANNC-- This entry defines if system answer the call when a greeting or queuing announcement is provided.	10	0: With Answer 1: W/O Answer	0: With Answer

Attendant Recall

Unanswered or Abandoned CO/IP Calls that remain unanswered for the Hold or Transfer Hold Timer (as applicable), will Recall at the Station that placed the Call on Hold. If the Call remains unanswered for the assigned Recall Time, the first available Attendant will also receive the Recall. The Attendant and Station will simultaneously receive the recall signal for the Attendant Recall Timer period after which the System will disconnect the Call and return the CO/IP Line to Idle.

OPERATION

System

Attendant Recall operation is automatic.

PROGRAMMING

CO Line Data

Incoming CO Alternate (PGM 169) … see details on page A-55

PGM 169	BTN	RANGE	DEFAULT
Incoming CO Alternataive DAY --	1	F1: Busy F2: No Answer F3: Invalid F4: Transfer No Answer F5: Recall No Answer F6: DND F7: Out Of Service F8: Error 1: Disconnect 2: Attendant 3: CO Ring 4: Alt Ring Table 5: Tone 6: Pilot HuntGroup	Disconnect 1 sec
NIGHT --	2		Disconnect 1 sec
TIMED --	3		Disconnect 1 sec

Outgoing CO Alternate (PGM 173) … see details on page A-60

PGM 173	BTN	RANGE	DEFAULT
DAY ALT DEST -- Abnormal case can be selected as error type.	-	F1: Recall No Answer F2:Transfer No Answer F3: No Answer	-
NO ANSWER DISCONNECT-- The CO call is disconnected. Every destination is set to 'Disconnect' by default.	1	-	-
NO ANSWER ATTENDANT -- The CO call is routed to Attendant.	2	-	-
NO ANSWER CO RING ASSIGN -- The CO call is routed according to Ring Assign Table. (see PGM 167)	3	-	-
NO ANSWER ALT RING TBL -- If destination is set to Alt Ring Table and the Table index is assigned, the CO call is routed according to Alt Ring Table. (See PGM 181)	4	01-80	-
NO ANSWER TONE -- If destination is set to Tone, the Error / Busy tone is heard.	5	-	-
NO ANSWER PILOT HUNT GROUP -- The CO call is routed to Pilot Hunt Group of the original destination.	6	-	-
NO ANSWER RING -- The call is routed to the same destination again.	7	-	-
NO ANSWERThe CO call is routed to the transferred station again. Only possible for 'Transfer No Answer' case.	8	-	-

Tenant Data

Attendant Group Assign (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-

PGM 270	BTN	RANGE	DEFAULT
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

RELATED FEATURES

Hold … see page 3-100

Call Transfer … see page 3-30

Attendant Station Program Codes

Using the Attendant Station Program Codes, the Attendant can Print SMDR and Traffic Reports on-demand, Assign Authorization Codes, Control certain User Features, Record VMIB Announcements, etc. Items are available using the Program Code directly or scrolling the multi-level display menu using a Digital Telephone LCD screen.

The following Table indicates the Display Menu, including digits for selecting the Item, the Item Description and any further required entries. The various levels of the Display Menu are indicated by indentation.

NOTE: Some Program Codes are only available to the System Attendant or Stations allowed access to Attendant Feature codes.

Example of User Program Code Chart

User PGM Code	Item Description	Remark
01 SMDR		
011	PRINT STATION SMDR	Station Range
012	DELETE STATION SMDR	Station Range
013	PRINT FAILED CALL SMDR	
014	DELETE FAILED CALL SMDR	
015	DELETE ALL SMDR	
016	ABORT PRINTING	
02 TRAFFIC		
021	PRINT TRAFFIC (TENANT)	
022	PRINT TRAFFIC (CALL TYPE)	
023	PRINT TRAFFIC (CO GRP)	
03 COS / PASSWORD		
031	TEMPORARY COS MODE	Station Range
032	RETRIEVE COS	Station Range
033	REGISTER PASSWORD	Station Range
034	CALL LOG PROTECT	Station Range
04 DATE / TIME		
041	SET SYSTEM DATE	
042	SET SYSTEM TIME	
043	LCD DATE MODE	Station Range
044	LCD TIME MODE	Station Range
045	SET WAKE UP	Station Range
046	RESET WAKE UP	Station Range
05 MULTI MESSAGE		
051	PRESELECTED MESSAGE	Station Range, MSG No
052	SET USER MESSAGE	Station Range

User PGM Code	Item Description	Remark
06 VMIB ANNOUNCEMENT		
061	LISTEN VM ANNOUCEMENT	
062	RECORD VM ANNOUCEMENT	
07 USER PROGRAM		
071	STATION NAME	Station Range
072	LANGUAGE PROGRAM	Station Range
073	PREPAID CALL	Station Range
074	FEATURE CANCEL	Station Range
08 SYSTEM		
081	DAY/NIGHT PROGRAM	
082	MONITOR CONF ROOM	
083	FORCED DELETE CONF ROOM	
084	PPTP CONNECTION	Registered Server Number
09 USB		
091	SOFTWARE UPGRADE	
092	DB DOWNLOAD TO USB	
093	DB UPLOAD TO USB	
094	VMIB MSG DOWNLOAD	
0# WTU SUBSCRIBE		

OPERATION

Attendant

To activate an Attendant Station Program Code Feature or Function:

1. Press the [PGM] button, the Attendant Station Program Menu is displayed.
2. Dial 0 to access the Attendant Station Program codes (Display Menu).
3. Enter the desired code. OR
4. Use the [VOL UP]/[VOL DOWN] or [NAVI UP]/[NAVI DOWN] button to display the desired menu item and enter the desired code.
5. Enter any additional inputs, if required.

PROGRAMMING

Tenant Data

Attendant Group Assign (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

RELATED FEATURES

Station Message Detail Recording (SMDR) … see page 3-183
Traffic Analysis … see page 3-246
Temporary Station COS/Lock … see page 3-68
Authorization Codes (Password) … see page 3-5
System Clock Set … see page 7-42
VMIB Integrated Auto Attd/Voice Mail … see page 3-254
Auto Service Mode Control … see page 3-10

HARDWARE

Digital Phone

Attendant Call/Queuing

Any Station can call the Attendant by dialing the {Attendant Call code}. When an Attendant Call encounters a Busy signal, the Call is Queued to the Attendant Group. The Call will be delivered to the first available Attendant.

CONDITIONS

- Call Routing order follows the order of entry in the Attendant Assignments program.
- The Calling Intercom party will receive a Ring-Back tone or MOH, as specified.
- Calls to the Attendant Station Intercom number are sent to the Attendant Station dialed.
- When an Attendant Calls another Attendant by dialing Station Number and encounters a Busy signal, Busy tone is received and Call Wait/Voice Over is available.

OPERATION

To call the Attendant:

Dial the {Attendant Call Code}.

PROGRAMMING

Tenant Data

Attendant Group Assign (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

Day/Night/Timed Ring Mode

The System Clock automatically controls Ring Mode; Ring assignments are applied based on the Time of Day and Day of Week. Three modes of ring (Ring Assignments) are provided: Day, Night and Timed.

The Attendant controls the System Ring Service mode changing from Auto Service Mode to Day, Night or Timed Service mode. Based on the Service Mode selected, different Ring Assignments, COS and Answering Privileges are invoked for System Users.

CONDITIONS

- Only Attendants can change Day/Timed/Night Ring Mode for the System manually and program the Auto Ring Mode Selection Table.
- A Station can receive Incoming Calls for CO Lines based on the Database assignments and the System mode (Day/Night/Timed) when the Call arrives.
- When the Auto Ring Selection Table is programmed, Ringing, COS and CO/IP Access mode are changed automatically based on Times assigned in the Table.
- The Attendant always has manual control of System mode by Enabling/Disabling the Auto Service Mode Control.

OPERATION

Attendant

To modify Day/Timed/Night Ring Mode manually (Attendant Only):

1. Press the [PGM] button.
2. Dial 0 8 1 {Day/Night Program code}.
3. Select Tenant Number (0=All, or 1-9).
4. Select Ring mode (0=AUTO, 1=DAY, 2:=NIGHT, 3=TIMED).

OR

1. Dial the {Day/Night Program Feature Code}.
2. Select Tenant Number (0=All, or 1-9).
3. Select Ring mode (0=AUTO, 1=DAY, 2:=NIGHT, 3=TIMED).

To set Day/Timed/Night Ring Mode automatically (Auto Service Mode Control):

1. Press the [PGM] button.
2. Dial 0 8 1 {Day/Night Program code}.
3. Select Tenant Number (0=All, or 1-9).
4. Select Auto Ring mode (0=AUTO).

OR

1. Dial the {Day/Night Program Feature Code}.
2. Select Tenant Number (0=All, or 1-9).
3. Select Auto Ring mode (0=AUTO).

PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Table Data

System Time Table (PGM 253/254) … see details on page A-110

PGM 253	BTN	RANGE	DEFAULT
TIME ZONE COMMENT-- defines the comment of the Time Table.	1	32 characters	none
SYSTEM TIME ZONE -- defines the Time Zone of the Time Table	2	0-73	0: Sys Time
DAYLIGHT SAVINGS -- defines Daylight Saving Time of Time Table.	3	On/Off	Off
RING MODE -- defines the ring mode of Time Table.	4	0: Day 1: Night 2: Timed	0:Day
AUTO RING MODE -- defines the Auto Ring mode of the Time Table.	5	On/Off	Off

PGM 254	BTN	RANGE	DEFAULT
Monday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	1	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Tuesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	2	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

PGM 254	BTN	RANGE	DEFAULT
Wednesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	3	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Thursday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	4	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Friday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	5	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Saturday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	6	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Sunday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	7	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

Tenant Data

Attendant Group Assign (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

Tenant Time Table Index (PGM 280) … see details on page A-131

PGM 280	BTN	RANGE	DEFAULT
TENANT NAME -- Determines the name of Tenant.	1	Max 24	-
TENANT NAME DISPLAY -- Determines the Tenant name to display.	2	0: Off 1: On	0: Off
TIME TABLE INDEX -- Determines Time Table index of tenant group.	3	1-9	1
ACNR RETRY COUNT -- Determines the ACNR retry count.	4	0-5	3
WAKE UP RETRY COUNT -- Determines the Wake Up retry count.	5	0-5	3
WAKE UP RETRY TIME -- Determines the Wake Up retry time (min).	6	00-20	01
AUTH RETRY COUNT -- Determines the AUTH retry count. (Reserved)	7	0-5	3
MULTI-CALL FORWARD SVC COUNT -- determines the Multi-Call forward count.	8	01-10	05

RELATED FEATURES

System Clock Set… see page 7-42

Loud Bell Control (LBC)… see page 3-115

Dialing Restrictions… see page 3-63

Auto Service Mode Control … see page 3-10

DSS/DLS Consoles

The System allows an unlimited number of DSS/DLS Consoles to be installed in the System. Up to 5 DSS/DLS Consoles may be associated with a Station connected to a System. Each button on the Console can be assigned as CO Line, Intercom, or Feature key.

The User or Administrator may then change individual Flex buttons as desired. Operation of the DSS/BLF Console Flex buttons is the same as Flex buttons on the Digital Phone.

CONDITIONS

- Each DSS/DLS Console is assigned to operate in connection with a specific Station.
- There is no limit to the number of DSS/DLS units in a System beyond the basic System capacities.

PROGRAMMING

Station Data

Station Type (PGM 120) … see details on page A-24

Tenant Data

Attendant Group Assign (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

RELATED FEATURES

Station Flexible Buttons … see page 6-21

DSS/BLF… see page 4-1

EZ-Attendant

The ez-Attendant is a Windows-based PC application that provides a visualization of the Attendant functionality to simplify Attendant control of Features and Functions including Call Display, and User and System status. ez-Attendant operates in conjunction with the Attendant Digital Phone to simplify overall operation (refer to ez-Attendant Installation and User Guide).

OPERATION

Attendant

Operation of the ez-Attendant is described in detail in the ez-Attendant Installation and User Guide.

CONDITIONS

- ez-Attendant requires installation of a System Lock-key.

PROGRAMMING

Tenant Data

Attendant Group Assign (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

System Clock Set

The Attendant can set the System Time/Date.

OPERATION

Attendant

To set the System Date:

1. Press the [PGM] button.
2. Dial 041 {Attendant Station Program code}.
3. Enter the Date (MM/DD/YY).
4. Press the [SAVE] button, a confirmation tone is heard.

To set the System Time:

1. Press the [PGM] button.
2. Dial 042 {Attendant Station Program code}.
3. Enter the Time (HH/MM).
4. Press the [SAVE] button, a confirmation tone is heard.

PROGRAMMING

Tenant Data

Attendant Group Assign (PGM 270) System Data … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

System Date & Time (PGM233) … see details on page A-97

PGM 233	BTN	RANGE	DEFAULT
SET SYSTEM TIME/DATE -- Sets the system time.	1	HH:MM	-
SET SYSTEM TIME/DATE -- Sets the system date.	2	MMDDYY	-
DST ENABLE MODE -- Enables DST feature for System Time.	3	0:Off 1:On	0:Off
- DST START TIME -- The DST start time.	Web Only	See DST Table	2nd Sunday of March at 2:00 AM
- DST END TIME -- The DST end time.		See DST Table	1st Sunday in Nov., at 2:00 AM

RELATED FEATURES

Least Cost Routing (LCR) … see page 3-111

Station Message Detail Recording (SMDR) … see page 3-183

Auto Service Mode Control … see page 3-10

Day/Night/Timed Ring Mode … see page 7-37

USB Upgrade

The Attendant can upgrade the System via USB memory. USB upgrade could be executed using the Attendant Keyset. Before upgrading, a User must save the System ROM file (GS55(56)MXXXX.rom) in USB memory.

OPERATION

Attendant

To upgrade the System using the Attendant Keyset:

1. Save System ROM file (GS55(56)MXXXX.rom) in USB memory.
2. Insert the USB memory to the USB port in the MPB board.
3. Press the [PGM] button.
4. Dial 091 {Attendant Station Program code}.

   ```
   MOUNT USB MEMORY
   PLEASE WAIT...
   ```

5. Number of System ROM files in USB memory is displayed.

   ```
   ROM FILE NUM : TOTAL 2
   PRESS 0-1 TO VIEW FILE
   ```

6. Dial the Number of System ROM file to display the appropriate System ROM file name.

   ```
   0 : GS56MA0Aa.rom
   PRESS [HOLD] TO UPGRADE
   ```

7. Press the [HOLD] button to Upgrade the System.

   ```
   0 : GS56MA0Aa.rom
   PRESS [HOLD] TO UPGRADE
   ```

8. Following Upgrade Result is displayed and the Keyset will return to the Idle state.

   ```
   SOFTWARE UPGRADE
   USB UPGRADE SUCCESS
   ```

9. Restart the System.

CONDITIONS

- USB Upgrade in Attendant Keyset can support up to 10 ROM image files.

PROGRAMMING

Tenant Data

Attendant Group Assign (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

USB DB Up/Download From/To USB

The Attendant can upload/download the System database via USB memory. USB upload/download can be executed from the Attendant Station.

OPERATION

Attendant

To download the System Database using the Attendant Keyset:

1. Insert the USB memory to the USB port in MPB board.
2. Press the [PGM] button.
3. Dial 092 {Attendant Station Program code}; the display will be as shown.

```
DB DOWNLOAD TO USB
PRESS OK/SAVE  KEY
```

4. Press the [HOLD] /[OK] button to download the database.

```
DB DOWNLOAD TO USB
PLEASE WAIT...
```

5. Following download, the result is displayed and Keyset will return to Idle.

```
DB DOWNLOAD TO USB
DOWNLOAD SUCCESS
```

To upload the System Database using the Attendant Keyset:

1. Insert the USB memory to the USB port in MPB board.
2. Press the [PGM] button.
3. Dial 093 {Attendant Station Program code}.

```
MOUNT USB MEMORY
PLEASE WAIT...
```

4. Number of DB files in USB memory is displayed.

```
DB FILE NUM : TOTAL 2
PRESS 0-1 TO VIEW FILE
```

5. Dial the Number of DB file to display the appropriate DB file name.

```
0 :MBX IPDB_ALL090101.adm
PRESS [HOLD] TO UPGRADE
```

6. Press the [HOLD] button to upload the Database.
7. Following Upload, the result is displayed and the Keyset will return to Idle.

```
209 DB UPLOAD FROM USB
UPLOAD SUCCESS
```

8. Restart the System.

CONDITIONS

- DB Upload Feature can support up to 10 ROM image files at the Attendant Keyset.
- Download can be serviced by TELNET (' usb down' in matenance mode).

PROGRAMMING

Tenant Data

Attendant Group Assign (PGM 270) … see details on page A-121

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

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Chapter 8

Single Line Telephone

Broker Call

Broker Call allows an SLT User to engage in 2 Calls, alternating between the two Parties, so that the conversation with each Party is private.

There are two types of Broker Call:

- Transfer Broker Call – 2nd Call is originated by the SLT user.
- Call-Wait (Camp-On) Broker Call – 2nd Call is delivered to the SLT through a Call-Wait.

CONDITIONS

- After a Hook-Switch (Flash), if the Call results in an Error, Busy, No Answer or an Abnormal State, the SLT User may shortly press Hook-Switch to retrieve the Held Call.
- During a Transfer Broker Call, if the SLT User goes On-Hook, the Broker Call Parties are connected (Call Transfer).
- During a Transfer Broker Call, if the active caller disconnects from the SLT User, the Held Party, if another Station, is connected to the SLT.
- During a Call-Wait Broker Call, if the SLT User goes On-Hook, the Active Call is disconnected and the Held Call will Recall to the SLT.
- During a Call-Wait Broker Call, if the Active Party disconnects from the SLT, the SLT User receives an Error tone; after the SLT User goes On-Hook a Recall will be received.
- If after a Hook-Switch (Flash), the User takes no action for duration of the Dial Tone Timer, the SLT will receive an Error tone; once the SLT goes On-Hook, the SLT will receive a Recall automatically.

OPERATION

SLT

To activate a Transfer Broker Call:

1. While on an active Call, press the Hook-Switch to receive the Intercom Dial tone; the active Call is placed on Exclusive Hold.
2. Place a second Call.
3. To alternate between calls, shortly press the Hook-Switch.

To activate a Call Wait Broker Call:

1. While on an Active Call, and an Incoming Call-Wait is received, press the Hook-Switch to answer the incoming Call.
2. To alternate between Calls, shortly press the Hook-Switch.

PROGRAMMING

Station Data

Hook Flash option when transfer (PGM 124 FLEX 6) … see details on page A-28

PGM 124	BTN	RANGE	DEFAULT
HOOK FLASH WHEN TRANSFER -- Determine the operation when user press hook-flash button while transferring call. 0. Cancel transfer : drop current call and recover previous call 1. Broker : hold current call and recover previous held call 2. Conference: establish 3-way conference call. 3.Broker-Conf : Operated Broker and Conference when a user hook flash within 2 sec	6	0: Cancel Transfer 1: Broker 2: Conference 3: Broker-Conf	Cancel Transfer

RELATED FEATURE

Call Transfer … see page 3-30

Hook-Flash Mode

To prohibit any service after Hook-Flash, SLT Hook-Flash can be disabled, dropped, or ignored.

- Disable Mode – When Hook-Flash detected, the previous Line will be continued, and the Line is not Dropped.
- Flash Drop – When Hook-Flash Flash detected, previous conversation will be disconnected.
- Flash Ignore – All Hook-Flash is ignored.
- Hold Release – During the conversation when a SLT user hook-flashes, the previous line is placed on hold; if the SLT user hangs-up without being transferred, the previous line will be disconnected automatically.

PROGRAMMING

Station Data

Hook Flash Mode (PGM 132 FLEX 7) … see page A-34

PGM 124	BTN	RANGE	DEFAULT
HOOK FLASH MODE -- determine the operation when SLT user press hook-flash button during conversation. 0. FLASH NORMAL: Hook Flash can be detected. In addition, it will be operated normal case flow. 1. FLASH IGNORE: Hook Flash cannot be detected. All of hook flash will be ignored at any time. 2. FLASH DROP: When Hook Flash is detected, the line will be disconnected. 3. HOLD RELEASE: Drop the holding line if system detects Hook Flash and then On-Hook during dialing state.	7	0: Flash Normal 1: Flash Ignore 2: Flash Drop 3: Hold Release	Flash Normal

HARDWARE

SLT

Howler Tone

When an SLT station goes Off-Hook and does not initiate dialing for the duration of the Dial Tone Timer, delays dialing between digits in excess of the Inter-Digit Timer, or stays Off-Hook at the completion of activating a Feature or Program, the Station will present the Howler tone as an Error indication and the Call attempt will be abandoned. In order to complete the Call, the User must return to On-Hook and restart the Call.

CONDITIONS

- Howler Tone is sent after Error tone.
- Lock-out occurs when Howler tone starts.

OPERATION

System

The System will deliver a Howler tone automatically, as required.

PROGRAMMING

Station

Howler Tone (PGM 121 FLEX 7) … see details on page A-25

PGM 121	BTN	RANGE	DEFAULT
HOWLING TONE -- sets Anonymous Call Restrict service. Permits Howler tone to be sent to an SLT when phone is left off-hook.	7	0: Off 1: On	On

RELATED FEATURES

Intercom Lock-Out … see page 4-6

SLT Message Wait Indication

All SLT devices will receive a Stutter dial tone as an audible Message Wait Indication. In addition, Industry-standard Message Wait telephones may be connected to the System. Software included will cause the Message Wait lamp to Flash when a messaging is waiting.

CONDITIONS

- The System will switch a SLT 90 VDC lamp On and Off (Flash).
- Although the SLT Battery Feed is removed during the 90 VDC On-cycle, the System will recognize an SLT Off-Hook event.
- The SLT must incorporate a 90 VDC neon lamp that is connected directly across the tip and ring of the voice network.

OPERATION

System

The System will switch the 90 VDC lamp On and Off for enabled SLTs for visual Message Wait, and will provide a Stutter dial tone as an audible Message Wait indication.

PROGRAMMING

Station Data

Station Type (PGM 120 FLEX 1) … see page A-24

HARDWARE

SLT w/90 VDC Neon lamp

SLT Name Registration

A SLT user has the capability to program the User Name so that a Calling Station with an LCD can see the associated Name instead of the Station number.

OPERATION

SLT

To register a name at the SLT:

1. Lift the handset.
2. Dial {Name Register Feature Code}.
3. Enter name (refer to Alphanumeric Chart on page B-105).
4. Press the Hook-Switch; the confirmation tone will be heard.

To delete the Name at the SLT:

1. Lift the handset.
2. Dial {Name Register Feature Code}.
3. Press the Hook-Switch; confirmation tone will be heard.

RELATED FEATURES

Dial-by-Name … see page 3-60

Station Speed Dial … see page 3-143

Chapter 9

SIP Phone

SIP Terminal Registration

The System supports the LG-Nortel SIP-based videophone, LVP-2000, as well as other third party SIP phones. Compatible SIP phones support the Internet Engineering Technical Committee standard RFC3261 for real-time communications over the Internet. Once registered, the System will deliver services to the SIP Phone. Operation of the SIP Phone generally follows the steps outlined for an SLT.

CONDITIONS

- The SIP Phone not supporting standard SIP protocol is not supported.
- Support for 3rd-party SIP phones requires a license.
- The 3rd-party applications supporting standard SIP protocol can be registered.
- The System checks the SIP status periodically; if the System does not receive the 'REGISTER' message from the SIP Phone in Registration Time, the SIP Phone registration attempt is cancelled.
- A VOIB channel is needed for the SIP Phone to Place or Receive Calls.

OPERATION

Web Admin

To register a SIP Phone:

1. Select IP Phone Registration Table.
2. Enter the Auth ID, Password, and User ID of SIP Phone.
3. Click the Save button.

SIP Phone

1. Configure SIP Phone settings (ex. IP address, Subnet mask, Gateway, Telephone number, Proxy Address, Expiration Timer, etc.); the Telephone is the Station number to be assigned to Phone by System and the Proxy Address is the System MPB IP address.
2. Boot the SIP Phone, which will activate registration with the System.

SIP Name Registration

If the SIP phone has a Function to register its own Phone Name, when a call is placed, the SIP Phone Name is displayed on the Called Party Station.

SIP Placing Calls

The SIP Phone can place Intercom or External Calls. To place a Call, a VOIB channel should be available.

CONDITIONS

- If the SIP phone does not have an [OUTGOING] button, dial '#' or wait in order to make a Call (refer to the SIP Phone manual for further information).
- The SIP phone must be registered correctly to be operational.
- For SIP Phone Features (ex., Redial or Call Log) to work, the phone must be enabled with those features and be able to place a call using its own function.
- Available features when making calls include:
  - Intercom Call
  - CO Line Call
  - ATD Call
  - Call Pick-Up
  - System Speed Dial
  - Station Group Call
  - Interphone Group Call
  - Conference Room
  - Paging or Meet-me Page
  - Announcement
  - Voicemail
  - Call Park Response

OPERATION

To place an Intercom Call:

1. Dial station number.
2. Press the [OUTGOING] button on the SIP Phone.

To place an External Call:

1. Dial the {CO Access Code} and telephone number.
2. Press the [OUTGOING] button on SIP Phone

SIP Call Pick-Up

The SIP phone can Pick-Up Intercom or Incoming CO Line Calls for other Stations.

CONDITIONS

- For SIP Phone Features (ex., Receive Calls, etc.) to work, the phone must be enabled with those features and be able to place a call using its own function.

OPERATION

To answer an Incoming call:

When Ringing is received and caller number is displayed, lift handset or press [ANSWER] button on SIP Phone.

SIP Hold Call

The SIP Phone can place an Active Call on Hold.

CONDITIONS

- If the SIP phone has a Call Hold Function, it will not operate correctly if the Hold message is not compatible between the SIP Phone and the System.

OPERATION

To place an Exclusive Hold:

While on an Active Call, press the [HOLD] button; the Call will be placed on Exclusive Hold, and will not be able to be accessed by other Stations.

SIP Transfer Call

The SIP phone can Transfer an Active Call.

CONDITIONS

- If the SIP phone has a Transfer Function, it will not operate correctly if the Transfer message is not compatible between the SIP Phone and the System.

OPERATION

To Transfer an Active Call:

1. While on an Active Call, press the [TRANSFER] button on SIP Phone.
2. Dial Station Number where the call will be transferred.

SIP Call Forward

The SIP phone can set-up Call Forward.

CONDITIONS

- If the SIP phone has a Call Forward Function, it will not operate correctly if the Call Forward message is not compatible between the SIP Phone and the System.

OPERATION

Refer to the Phone User Guide to set-up Call Forward.

SIP Do Not Disturb (DND)

The SIP phone can set Do Not Disturb (DND) when Station User is in need of privacy to complete the current Call (rejects incoming calls until Phone returns to Idle).

CONDITIONS

- If the SIP phone has a DND Function, it will not operate correctly if the DND message is not compatible between the SIP Phone and the System.

OPERATION

To Activate DND:

While on an Active Call, press the [DND] button on SIP Phone; incoming calls will be rejected until the phone returns to Idle (cancel DND mode).

SIP 3-Party Conference

The SIP phone can make a 3-party conference.

CONDITIONS

- If the SIP phone has a Conference Function, it will not operate correctly if the Conference message is not compatible between the SIP Phone and the System.

OPERATION

Refer to the Phone User Guide to set up a Conference.

SIP Call Wait/Broker Call

The SIP phone can initiate Broker Call when the SIP Phone User receives Call Wait indication.

CONDITIONS

- If the SIP phone has a Call Wait/Broker Call Function, it will not operate correctly if the Call Wait/Broker Call message is not compatible between the SIP Phone and the System.

OPERATION

Refer to the Phone User Guide to initiate Broker Call.

SIP SMS

The SIP phone can Send and Receive SMS messages with other Stations.

CONDITIONS

- If the SIP phone has a SMS Function, it will not operate correctly if the SMS message is not compatible between the SIP Phone and the System.

OPERATION

Refer to the Phone User Guide for SMS.

SIP Voice Mail Notification

The SIP phone can receive a notification when another Station leaves Voicemail. The SIP phone must be enabled with Voicemail Notification.

CONDITIONS

- If the SIP phone has a Voicemail Function, it will not operate correctly if the Voicemail is not compatible between the SIP Phone and the System.

OPERATION

If set, Voicemail Notification is automatic.

SIP Video Call

The SIP phone can make a Video Call using a Video Phone. To make a Video Call, the Stations must be enabled for Voice Calling.

CONDITIONS

- The System does not transfer the Video Codecs between Video Phones; if Phones have different Video Codecs, an Audio Call will be established instead of a Video Call.
- To make a Video Conference, it is necessary to have an additional Video Conference System (ex., IP-polycom).

OPERATION

Refer to the Phone User Guide for Video Call.

Chapter 10

ACD (Automatic Call Distribution)

ACD (Automatic Call Distribution) feature provides the service to distribute calls to agents in an efficient way. Each agent can set or change own specific state and get ready to receive the ACD calls. And supervisor can be assigned to each group and they can change the ACD group status.

Items	MBX IP 100	MBX IP 300
Number of ACD Group	20	50
Number of Supervisor	1	1
Number of Sub-Supervisor	3	3
Number of Agents	50	50
Max Queue Count	99	99
Max Steps for Queue Announcement	5	5
ACD Agent Priority	20 (1-20)	20 (1-20)

ACD Basic Feature

ACD calls are analyzed first by the system to find an appropriate agent who will receive the call. System selects one of the free agents and then directs the ACD call to the agent selected.

Each agent registered in admin has to log in first to receive an ACD call. If all the agents are in busy status or in logout status, the next ACD calls will be queued. When one of the agents goes to ready state or idle state, the queued ACD call is routed to the agent in ready state. While an ACD call is being queued, queuing announcement will be served.

- ACD Group has 5 types of status: Normal / Forward / Overflow / Night / Holiday. Each status of ACD calls can be handled at the same time.
- Each ACD group can have one Supervisor and three Sub-Supervisors. A Supervisor or Sub-Supervisor can monitor the state of an agent and can also check the group's call traffic.
- Each ACD group can have a maximum of 50 agents. To answer the ACD call, agents have to log-in.

- Administrator or Supervisor can assign a priority to each agent. So when an ACD call arrives, at first higher priority group's agents will be received the ACD call, and then all of agents of higher priority group are busy, next priority group's agent will be received next ACD call.
- Each ACD group can have a maximum of 5 Queuing ACD announcements. Each group can also have Night, Holiday and Overflow announcements.

CONDITIONS

- Only My-DN number can be assigned as Supervisor or Sub-Supervisor or Agent Members.
- Model 7008 Keysets cannot be assigned as Supervisor or Sub-Supervisor.
- If one My-DN number is assigned for Supervisor, it cannot be a Sub-Supervisor or an Agent member. If one My-DN number is assigned for Sub-Supervisor, it cannot be a Supervisor or an Agent. And also if one My-DN number is assigned for an Agent member, then it cannot be a Supervisor or a Sub-Supervisor.
- If [Announcement Use When Incoming CO Call] is set in admin [PGM 214 - Flex 6], when agent answer the ACD call form CO line has, at first Answer Announcement will be played before conversation.
- If [Agent-Agent Call Restriction] is set as Direct Call Restriction in admin [PGM 214 - Flex 2], agents cannot make a direct call to other agent.
- If [Call Restriction When Agent Logout] field is set as All-Call in admin [PGM 214 - Flex 14], no calls are allowed in an agent's terminal in logout status.
- If [Call Restriction When Agent Logout] filed is set as CO Outgoing Call in admin, CO Outgoing calls are not allowed in an agent's terminal in logout status, but internal calls are not restricted
- Administrator can assign priority to each agent in admin [PGM124 - FLEX 11]. Range of priority is from 1 to 20. Lower numbers have higher priority.
- If a user wants to transfer a call to an ACD group, this call will be handled as only unscreened transfer feature. So, when user wants to make a transfer to an ACD group, the call will be directly transferred to the ACD group and the transfer initiator goes to idle state automatically.

OPERATIONS

Agent Log-In

1. Dial {ACD Agent Log-In/Out} feature code.
   OR
2. Press flex button registered as {ACD Agent Log-In/Out} feature code.
3. If agent is in log-out state, agent is put in log-in state.

4. If [Password Check When Agent Login] is set in admin [PGM214-Flex8], agent has to enter password on log-in. If password is correct and agent is in log-out state, agent enters into log-in state.

Agent Log-Out

1. Dial {ACD Agent Log-In/Out} feature code.
   OR
2. Press flex button registered as {ACD Agent Log-In/Out} feature code.
3. If agent is in log-in state, agent is put into log-out state.

ACD Call Operation

1. If an ACD call arrives, system automatically finds an idle agent (not in DND and not in Work Mode).
2. If there are more than one idle agents, system check the priority of each agent and then one of longest idle agents will be chosen from the highest priority group.
3. If there is no available agent, the ACD call will be queued and ACD announcement service is started.

PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM113) … see details on page A-18

ACD Numbering Plan (PGM118) … see details on page A-23

PGM 118	BTN	RANGE	REMARK
ACD GROUP RANGE -- ACD Group Number edit by range.	1	Start ACD Group Number & End ACD Group Number	-
ACD GROUP NO -- ACD Group Number edit.	2	ACD Group Number	-

Station Port

Station Port Attribute (PGM124) … see details on page A-28

PGM 124	BTN	RANGE	DEFAULT
MSG WAIT INDICATION -- this menu determines the way to notify a station to wait message.	1	01-48	MW Remind Tone
APPLY DIFF RING -- determine user's differential ring mode. Applying to all ring mode or normal ring mode.	2	1-9	All Ring
ICM DIFF RING ID -- set the intercom differential ring ID – usually 1-4 is valid.	3	000-254	On

PGM 124	BTN	RANGE	DEFAULT
CO DIFF RING ID -- set the CO line differential ring ID – usually 1-4 is valid.	4	000-254	Off
COS APPLY OPTION -- determine whether the applied COS is the COS of SUB-DN or COS of MY-DN when station accesses SUB-DN.	5	0: SUB-DN 1: MY-DN	SUN-DN
HOOK FLASH WHEN TRANSFER -- Determine the operation when user press hook-flash button while transferring call. 0. Cancel transfer : drop current call and recover previous call 1. Broker : hold current call and recover previous held call 2. Conference: establish 3-way conference call. 3.Broker-Conf : Operated Broker and Conference when a user hook flash within 2 sec	6	0: Cancel Transfer 1: Broker 2: Conference 3: Broker-Conf	Cancel Transfer
OFF-HOOK ON PAGED -- when lifting handset while listening to paging message, user can make another call or continue to listen. 0: continue to listen to paging message 1: stop listening, seize a remaining DN, and hear dial-tone. User can make a another call.	7	0: Paged 1: Dial Tone	Paged
PLA -- Preferred Line Answer enables Ringing Line Preference for the station. Calls that ring the telephone are answered by going off-hook. (Reserved).	8	0: Off 1: On	On
PICKUP BY DSS BUTTON -- this value determines the method of pickup when pressing DSS button.	9	0: Disable 1: Group Pickup 2: Direct Pickup	Direct Pickup
CLI IP ADDRESS -- CLI IP Address.	10	IP Address	0.0.0.0
ACD AGENT PRIORITY -- when a station is a member of an ACD Group, this value will be used for priority as agent.	11	01-20	10

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-

PGM 213	BTN	RANGE	DEFAULT
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0: No Repeat 1: One Time 2: Three Times 3: Five Times 4: Ten Times 5: Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-

PGM 213	BTN	RANGE	DEFAULT
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Group Service Status

ACD group has 5 status settings (Normal / Forward / Overflow / Night / Holiday Status).

1 - Normal status is a general service status.

2 - Forward status, ACD call will be forcibly forwarded to registered destination.

3 - Overflow status will be changed automatically from Normal status when all agents are busy and also ACD queue is full. Administrator or Supervisor can make rule release, overflow announcement or forward.

4 & 5 - Night and Holiday status can be changed automatically by system time-table or can be changed manually by Supervisor. In each status Administrator or Supervisor can make rule how to handle the AC call. ACD calls can be released immediately, or can be served with Night or Holiday Announcement, or can be forwarded to the registered destination.

In case of Forward, Night, or Holiday status, these kinds of status can be set manually by a System Administrator or group Supervisor. And also in case of Night, or Holiday status, if [Auto service change] admin is set PGM 212 - Flex 5, group status can be changed automatically according to the system time table.

CONDITIONS

- Group status can be changed only by supervisor or administrator.
- Supervisor can change the rule for ACD group in its Station Web Program.
- If [Password Check When Service Mode Changed] is set in admin [PGM214-Flex9], supervisor has to enter the correct password when supervisor wants to change the group status (Group Forward / Night / Holiday Status).
- If [Auto Service Status Change] is set in admin [PGM212-Flex5], group status will be changed automatically from Normal to Night or Holiday status according to system time table.
- If [Auto Service Status Change] is set in admin [PGM212-Flex5] and the System-Time is in Timed mode, ACD will follow the settings for Night Service.
- If [Auto Service Status Change] is set as Manual Change [PGM212-Flex5], supervisor can change group status manually.

OPERATIONS

Group Forward Status Manually by Supervisor

1. Dial {ACD Supervisor Group Call Forward} feature code.
   OR
2. Press flex button registered as {ACD Supervisor Group Call Forward} feature code.
3. {ACD Supervisor Group Call Forward} flex button is turned on steadily.

Night Status Manually by Supervisor

1. Dial {ACD Supervisor Group Night Mode} feature code.
   OR
2. Press flex button registered as {ACD Supervisor Group Night Mode} feature code.
3. {ACD Supervisor Group Night Mode} flex button color is turned on steadily.

Holiday Status Manually by Supervisor

1. Dial {ACD Supervisor Group Holiday Mode} feature code.
   OR
2. Press flex button registered as {ACD Supervisor Group Holiday Mode} feature code.
3. {ACD Supervisor Group Holiday Mode} flex button color is turned on steadily.

ACD Call Operation when Group Forward Status

1. ACD call arrives and ACD group is in forward status.
2. System finds the registered destination and the call is forwarded.

ACD Call Operation when Group Overflow or Night or Holiday Status

1. ACD call arrives and group status is in overflow, night, or holiday status.
2. System checks the registered rule.
3. If the defined rule is to release the call, ACD call will be released immediately.
4. If the defined rule is to play announcement, prerecorded announcement is played first and then ACD call will be released after announcement.
5. If the defined rule is to forward the call, ACD call will be forwarded to the registered destination.

PROGRAMMING

Station Port

Station Port Attribute (PGM 124) … see details on page A-28

PGM 124	BTN	RANGE	DEFAULT
MSG WAIT INDICATION -- this menu determines the way to notify a station to wait message.	1	01-48	MW Remind Tone
APPLY DIFF RING -- determine user's differential ring mode. Applying to all ring mode or normal ring mode.	2	1-9	All Ring
ICM DIFF RING ID -- set the intercom differential ring ID – usually 1-4 is valid.	3	000-254	On
CO DIFF RING ID -- set the CO line differential ring ID – usually 1-4 is valid.	4	000-254	Off
COS APPLY OPTION -- determine whether the applied COS is the COS of SUB-DN or COS of MY-DN when station accesses SUB-DN.	5	0: SUB-DN 1: MY-DN	SUN-DN
HOOK FLASH WHEN TRANSFER -- Determine the operation when user press hook-flash button while transferring call. 0. Cancel transfer : drop current call and recover previous call 1. Broker : hold current call and recover previous held call 2. Conference: establish 3-way conference call. 3.Broker-Conf : Operated Broker and Conference when a user hook flash within 2 sec	6	0: Cancel Transfer 1: Broker 2: Conference 3: Broker-Conf	Cancel Transfer
OFF-HOOK ON PAGED -- when lifting handset while listening to paging message, user can make another call or continue to listen. 0: continue to listen to paging message 1: stop listening, seize a remaining DN, and hear dial-tone. User can make a another call.	7	0: Paged 1: Dial Tone	Paged
PLA -- Preferred Line Answer enables Ringing Line Preference for the station. Calls that ring the telephone are answered by going off-hook. (Reserved).	8	0: Off 1: On	On
PICKUP BY DSS BUTTON -- this value determines the method of pickup when pressing DSS button.	9	0: Disable 1: Group Pickup 2: Direct Pickup	Direct Pickup

PGM 124	BTN	RANGE	DEFAULT
CLI IP ADDRESS -- CLI IP Address.	10	IP Address	0.0.0.0
ACD AGENT PRIORITY -- when a station is a member of an ACD Group, this value will be used for priority as agent.	11	01-20	10

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1

PGM 213	BTN	RANGE	DEFAULT
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call

PGM 214	BTN	RANGE	DEFAULT
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group

PGM 214	BTN	RANGE	DEFAULT
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Call Distribution by Priority

Administrator or Supervisor or Sub-Supervisor can assign or change priority of agents. There are 20 levels as priories; low level value is means higher priority. Administrator or Supervisor or Sub-Supervisor can make sub-group of agents with priority level In a ACD Group.

When ACD call arrived, at first higher priority group's agents will be received the ACD call, and then all of agents of higher priority group are busy, next priority group's agent will be received next ACD call. Administrator can make priority of agent in [ACD Agent Priority] admin PGM124-Flex11. And Supervisor or Sub-Supervisor can make priority in their Station Web Program page in Web admin.

CONDITIONS

- Agent's Priority can be applied when agent goes to log-in and ready state.
- Supervisor and Sub-Supervisor can change the priority at their Station Program in Web Program.

OPERATIONS

Change Priority of agents by Supervisor or Sub-Supervisor

1. Enter Station Program page in Web-Admin of site with password of Supervisor or Sub-Supervisor.
2. Go to ACD Group Management field in Station Program.
3. Only Supervisor or Sub-Supervisor can access the ACD Group Management field.
4. Supervisor or Sub-Supervisor can change priority of Agents.

PROGRAMMING

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release

PGM 213	BTN	RANGE	DEFAULT
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-

PGM 213	BTN	RANGE	DEFAULT
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Call Queuing Service

If all of agents are busy or all of agents are not log-in, next ACD call will be queued. Max queue count can be changed by Administrator or Supervisor. When ACD call is queued, system gives Queuing announcement. Each group can serve max 5 queuing announcements and can define how many announcements can be served [Queuing Announcement Service Step PGM 213 - Flex 7]. And also each group can have the rule how to handle the queued call after finish the Queuing Announcement. In that case ACD call can be released or forwarded to registered destination.

- If [queued count display option] admin is set [PGM 214 - Flex 8], queued count will be displayed to Supervisor and Sub-Supervisor and all of agent keyset.
- An Administrator can make time interval for Queued call count display [PGM 214 - Flex 9
- If {ACD Supervisor Queued Call Answer} feature code is saved at Supervisor's or Sub-Supervisor's flex button, this button color will be steady-on when there are queued ACD call. At that time, Supervisor or Sub-Supervisor can answer the first queued ACD call or can forward to registered destination.
- Administrator can make Queuing Announcement Scenario with [Repeat Announcements Count] and [Repeat Announcements Start Position] in PGM 213 - Flex 9, 10. After [Queuing Announcement Service Step], if [Repeat Announcements Count] is set. queuing announcement will be restarted from [Repeat Announcements Start Position].

CONDITIONS

- Each Queuing Announcement playtime is max 600sec.
- If there is not registered forward destination, after queuing announcement, ACD call will be released.
- Supervisor, Sub-Supervisor and all of Agents can check and listen all of ACD Group Announcement with {ACD Announce Play} feature code.

OPERATIONS

ACD Call Operation when All of agents are not ready

1. ACD call arrives and all the agents are not ready to receive the call.
2. ACD call will be queued and then 1st queuing announcement will be served.
3. After 1st queuing announcement timer expired, system checks there are next announcement step admin is set or not.
4. If there is more next announcement step, 2nd announcement will be served.
5. And after 2nd announcement, system checks next announcement usage.
6. If all of announcement is expired, system checks the forward option.
7. If ACD call release option is set, this call will be released.
   OR
8. If ACD call forward option is set, this call will be forwarded to registered destination.

Queuing Announcement Repeat Scenario.

1. If [Queuing Announcement Service Step] is set 5th Announcement.
2. And If [Repeat Announcements Count] admin is set 3 times
3. And if [Repeat Announcements Start Position] is set 3rd.
   In that case;
4. ACD call arrives and all the agents are not ready to receive the call.
5. ACD call will be queued and then 1st queuing announcement will be served.
6. After first queued announcement service, the following step will be served:
   2nd announcement service => 3rd announcement service => 4th announcement service => 5th announcement service
   => 3rd announcement service => 4th announcement service => 5th announcement service
   => 3rd announcement service => 4th announcement service => 5th announcement service

First Queued Call Answer by Supervisor or Sub-Supervisor

1. If there are queued ACD call,
2. Dial {ACD Supervisor Queued Call Answer} feature code.
   OR
3. Press flex button registered as {ACD Supervisor Queued Call Answer} feature code.
4. Supervisor or Sub-Supervisor can check CLI of first queued and sub-menu.
5. Press 1 is Answer the call

OR

6. Press 2 is Forward queued call to some of destination.
7. If dial some of Tel-Number and then press hold or '#' button, first queued call will be rerouted.

PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1

PGM 213	BTN	RANGE	DEFAULT
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call

PGM 214	BTN	RANGE	DEFAULT
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group

PGM 214	BTN	RANGE	DEFAULT
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Group Announcement (PGM 215) … see details on page A-84

PGM 215	BTN	RANGE	DEFAULT
TONE TYPE -- designates the tone type.	1	01:Normal Tone 02:VMIB Prompt 03:VMIB Announcement 04:Internal MOH 05:External MOH 06-09:VMIB MOH 1/2/3/4 10-14:SLT MOH 1-5	01:Normal Tone
TONE TIME -- determincs the amount of time tone is provided.	2	1-600	10
TONE PORT -- tone port index of PGM 264. The cadence of tone port may be changed by using Web Admin.	3	1-19	-
PROMPT ANNC NO -- The VMIB Prompt or Announcement number when tone type is VMIB Prompt or announcement.	4	1-255	-
PROMPT ANNC RPT -- The VMIB Prompt or Announcement Repeat number when tone type is VMIB Prompt or announcement.	5	0-100	1
PROMPT ANNC INTVL -- The VMIB Prompt or Announcement Repeat interval when VMIB Prompt or announcement. Repeat is assigned.	6	0-100	0
CCR USE -- This option is defined during announcement will be played, usage of CCR feature.	7	0:Off 1:On	0:Off

CCR Service During ACD Announcement

Administrator can set about CCR service during each Announcement service. In each ACD Group has 8 Announcement for CCR (5 Queuing Announcements, Night, Holiday, and Overflow Announcements).

Administrator can make rule CCR usage during each kinds of Announcement. If each kinds of announcement's Tone type is set as announcement and then CCR usage is set. During announcement service if some of number is detected, CCR rule in Announcement table will be operated.

The System can provide CCR Service during queuing announcement according to the CCR option.

A CCR Table defines a dialed digit (0-9, #, and *) to a designated route; each individual digit corresponds with a route:

- Station
- Station Group
- CO Group Access Code
- Internal Page Zone
- Voice Mail Access Code
- CCR Access Code + VMIB Announcement
- CCR Access and Drop Code + VMIB Announcement
- Conference Room
- Net number

In addition, the System will monitor digits for a system numbering plan(eg station number). if the User dials a Station number, Group Queuing Service is finished and a call is routed to the dialed destination

CONDITIONS

- SIP/ISDN Terminal does not support CCR feature.
- In case of Agent Answer Announcement, CCR option is not applied.

OPERATIONS

CCR Operation During Queuing Announcement

1. ACD call arrives and all the agents are not ready to receive the call.
2. ACD call will be queued and then Queuing Announcement will be served.
3. During Announcement caller dial number.
4. Defined CCR table in Announcement table will be referenced.

5. Defined rule will be operated.

PROGRAMMING

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-

PGM 213	BTN	RANGE	DEFAULT
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-

PGM 213	BTN	RANGE	DEFAULT
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Group Announcement (PGM 215) … see details on page A-84

ACD Agent State

When administrator assigns the agents, all of agents are log-out state. If agents want to receive the ACD call, agents have to go to log-in state. Agents can go to log-in state with [ACD Agent Login/Logout] feature code. And also log-in agents can change their state from Ready state to DND state and Work state. So each agent can have 4 types of state (Log-Out / Log-In Ready / Log-In DND / Log-In Work).

1 - Log-Out State: Agent is only assigned for ACD member. Agents cannot receive ACD call. If [Call Restriction When Agent Logout] admin is set as All Call Restriction, agents cannot make call.

2 - Log-In Ready State: Agent is logged-in and ready to receive the ACD call.

3 - Log-In Work State: Agent is log-in state but agent can work without any ACD call during Work-Mode Expired Timer. Work-Mode Expired Timer can be changed at admin [PGM 214 - Flex 3]. After this timer agent's state is changed to ready state automatically.

1) Agents can set own state to Work state with {ACD Agent Work Mode} feature code.

2) If agent dial {ACD Agent Work Mode} feature code or press flex button registered as {ACD Agent Work Mode} feature code, agent state goes to Ready State.

3) Also agents can set Auto Work State Changing Function with {ACD Agent Auto Work} feature code. If Auto Work State Changing Function is set, after conversation or after ringing or after outgoing call, agent state automatically changes to Work State. Changing condition can be set at Agent Auto Work Mode admin [PGM 214 - Flex 4]

4. - Log-In DND State: Agent is log-in but agent is set as DND. DND agent does not receive ACD call. DND is not changed automatically, agent has to change own state to Ready state or Work state. Supervisor or Sub-Supervisor can monitor DND agent and then can change their DND state to Ready or Work State.

1) Agent can set own state to DND State with {ACD Agent DND} feature code.

2) If agent dial {ACD Agent DND} feature code or press flex button registered as {ACD Agent DND} feature code, agent state goes to Ready State.

If [Agent No-Answer Service] admin is set as DND State Change [PGM214-Flex5], when agent does not answer the ACD call, this agent state will be changed to DND state. Administrator can also set no-answer ACD call to forward to registered destination [PGM214-Flex6].

OPERATIONS

Agent Work State

1. Dial {ACD Agent Work Mode} feature code.
   OR
2. Press flex button registered as {ACD Agent Work Mode} feature code.
3. If agent is log-in, agent goes to Work mode state.
4. After [Agent Work-Mode Expired Time], agent goes to Ready State.

Agent Auto-Work Mode

1. Dial {ACD Agent Auto Work} feature code.
   OR
2. Press flex button registered as {ACD Agent Auto Work} feature code.
3. Agent is set as Auto-Work Mode
4. After Call or Ring, agent state is automatically changed to Work State, and then when Work Mode Expired timer is over, agent state will be back to Ready State.

Agent DND State

1. Dial {ACD Agent DND} feature code.
   OR
2. Press flex button registered as {ACD Agent DND} feature code.
3. If agent is log-in, agent goes to DND state.

ACD Call Operation when agents no-answer

1. ACD call arrives and agent does not answer the call.
2. When No-Answer timer is expired, system checks the Agent No-Answer Service option.
3. If Option is Forward to Forward destination, ACD call is rerouted to forward destination [PGM214-Flex6].
   OR
4. If Option is Agent DND State Change. No-answer agent state will be change to DND, and ACD call will be released.
   OR
5. If Option is Agent DND State Change and Forward. No-answer agent state will be change to DND, and ACD call will be rerouted to forward destination

PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-

PGM 213	BTN	RANGE	DEFAULT
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-

PGM 213	BTN	RANGE	DEFAULT
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Agent Log-in / Log-out Default Setting

When agents go to log-in, some of default functions can be set according to admin values. And these kinds of values can be defined by an administrator:

1 - Administrator can define Auto-Answer mode when agent goes to log-in [PGM214-Flex12]. If [Auto Answer Use When Agent Login] option is set, when agent goes to log-in state, this agent's answer mode is set as Auto-Answer. So when this agent receives the ACD call, after first ring, agent keyset automatically answer the ACD call. Agent cans turn-on or turn-off Auto-Answer function with {ACD Agent Auto Answer} feature code.

2 - Administrator can define Auto-Work mode when agent goes to log-in [PGM214-Flex13]. If [Auto Work-Mode Use When Agent Login] option is set, when agent goes to log-in state, this agent's auto work-mode is set. Agent cans turn-on or turn-off Auto-Answer function with {ACD Agent Auto Work} feature code.

3 - Administrator can define log-in agent's headset mode when agent goes to log-in [PGM214-Flex14]. If [Handset Mode When Agent Login] admin is set as Headset or Handset or Ear-Mic, when agent goes to log-in state, this agent's headset mode is changed to defined value.

4 - Administrator can define log-out agent's headset mode when agent goes to log-out [PGM214-Flex15]. If [Handset Mode When Agent Logout] admin is set as Headset or Handset or Ear-Mic, when agent goes to log-out state, this agent's headset mode is changed to defined value

5 - Administrator can define log-out agent's call restriction [PGM214-Flex16]. Administrator can restrict all of call, and also only restrict outgoing call. If defined value is all of call, log-out agent cannot make any call.

PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-

PGM 213	BTN	RANGE	DEFAULT
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-

PGM 213	BTN	RANGE	DEFAULT
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Call Indication

Agents can recognize ACD call or the other common call with {ACD Call Indication} and {NON ACD Call Indication} feature codes. Agent assign ACD call indication and Non-ACD call Indication in a flex button with {ACD Call Indication} feature code and {NON ACD Call Indication} feature code. Then if an ACD call is routed to an agent, (ACD Call Indication) flex button will be turned on. And when a non-ACD call is routed to an agent, (Non ACD Call Indication) flex button will be turned on.

OPERATIONS

Agent Assign {ACD Call Indication} feature code

1. Press [Trans/PGM] button.
2. Choose Flex button Press flex button and then Dial 1 for Tel-Number.
3. Dial {ACD Call Indication} feature code.

Agent Assign {NON-ACD Call Indication} feature code

1. Press [Trans/PGM] button.
2. Choose Flex button Press flex button and then Dial 1 for Tel-Number.
3. Dial {NON-ACD Call Indication} feature code

PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

ACD Numbering Plan (PGM 118) … see details on page A-23

PGM 118	BTN	RANGE	REMARK
ACD GROUP RANGE -- ACD Group Number edit by range.	1	Start ACD Group Number & End ACD Group Number	-
ACD GROUP NO -- ACD Group Number edit.	2	ACD Group Number	-

Station Port

Station Port Attribute (PGM 124) … see details on page A-28

PGM 124	BTN	RANGE	DEFAULT
MSG WAIT INDICATION -- this menu determines the way to notify a station to wait message.	1	01-48	MW Remind Tone
APPLY DIFF RING -- determine user's differential ring mode. Applying to all ring mode or normal ring mode.	2	1-9	All Ring
ICM DIFF RING ID -- set the intercom differential ring ID – usually 1-4 is valid.	3	000-254	On
CO DIFF RING ID -- set the CO line differential ring ID – usually 1-4 is valid.	4	000-254	Off
COS APPLY OPTION -- determine whether the applied COS is the COS of SUB-DN or COS of MY-DN when station accesses SUB-DN.	5	0: SUB-DN 1: MY-DN	SUN-DN
HOOK FLASH WHEN TRANSFER -- Determine the operation when user press hook-flash button while transferring call. 0. Cancel transfer : drop current call and recover previous call 1. Broker : hold current call and recover previous held call 2. Conference: establish 3-way conference call. 3.Broker-Conf : Operated Broker and Conference when a user hook flash within 2 sec	6	0: Cancel Transfer 1: Broker 2: Conference 3: Broker-Conf	Cancel Transfer
OFF-HOOK ON PAGED -- when lifting handset while listening to paging message, user can make another call or continue to listen. 0: continue to listen to paging message 1: stop listening, seize a remaining DN, and hear dial-tone. User can make a another call.	7	0: Paged 1: Dial Tone	Paged
PLA -- Preferred Line Answer enables Ringing Line Preference for the station. Calls that ring the telephone are answered by going off-hook. (Reserved).	8	0: Off 1: On	On
PICKUP BY DSS BUTTON -- this value determines the method of pickup when pressing DSS button.	9	0: Disable 1: Group Pickup 2: Direct Pickup	Direct Pickup
CLI IP ADDRESS -- CLI IP Address.	10	IP Address	0.0.0.0
ACD AGENT PRIORITY -- when a station is a member of an ACD Group, this value will be used for priority as agent.	11	01-20	10

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-

PGM 213	BTN	RANGE	DEFAULT
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-

PGM 213	BTN	RANGE	DEFAULT
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Group Supervisor Functions

An ACD group can have one Supervisor and three Sub-Supervisors.

A Supervisor can change group service status from Normal Status to Group Forward Status and Overflow, Night, Holiday Status. Also a Supervisor can register each cases forward destination.

Supervisor and Sub-Supervisor can check queued ACD call count and can answer or reroute first queued ACD call with {ACD Supervisor Queued Call Answer} feature code. Also Supervisor and Sub-Supervisor can monitor Agent's state and can overhear agent's conversation with caller. And also Supervisor and Sub-Supervisor can check ACD group call traffic.

1 - Supervisor Group Management.

1) Supervisor can change Group Service Status with feature code.

a) Group Forward Status: Supervisor can change from other status to Group Call Forward Status with {ACD Supervisor Group Call Forward} feature code.

b) Group Night Status: Supervisor can change from other status to Group Night Status with {ACD Supervisor Group Night Mode} feature code.

c) Group Holiday Status: Supervisor can change from other status to Group Holiday Status with {ACD Supervisor Group Holiday Mode} feature code.

2) Supervisor can define how to handle an ACD call when Group Status is not Normal.

Supervisor can access ACD Group Mgmt web page in Station Program of MBX IP Web-Admin.

a) Supervisor can assign Group Forward Destination.

b) Supervisor can make rule how to handle ACD call when group status is Night Status. And Supervisor can assign Night Forward Destination.

c) Supervisor can make rule how to handle ACD call when group status is Holiday Status. And Supervisor can assign Holiday Forward Destination

d) Supervisor can change max Queuing Count and also can change Queuing Service Announcement Step.
Supervisor also can make rule how to handle ACD call when all of queuing announcement service is over. And After Queuing Forward Destination can be changed.

2. Supervisor and Sub-Supervisor Answer the Queued ACD call.

Supervisor and Sub-Supervisor can find queued ACD call count on the LCD. And if {ACD Supervisor Queued Call Answer} feature code is saved at flex button, this flex button's color will be changed to steady-on.

1) First Queued ACD call Answer by Supervisor

a) When there are queued ACD call, if Supervisor or Sub-Supervisor press {ACD Supervisor Queued Call Answer} feature codes, Total queued ACD call count and sub-menu will be displayed on LCD.

b) If supervisor choose Check First Queued Call menu, CLI of first Queued call will be display. At that time, if supervisor choose Answer option, queued ACD call will route to Supervisor.

2) First Queued ACD call Reroute

a) When there are queued ACD call, if Supervisor or Sub-Supervisor press {ACD Supervisor Queued Call Answer} feature codes, Total queued ACD call count and sub-menu will be displayed on LCD.

b) If supervisor choose Check First Queued Call menu, CLI of first Queued call will be display. At that time, if supervisor choose Reroute option, current registered Forward Destination after Queuing Announcement will be displayed.

c) If press [HOLD] or "#" button, queued ACD call will be rerouted to registered destination.

OR

d) If dial other Tel-Number and then press [HOLD] or "#" button, queued ACD call will be rerouted to new dialed Tel-Number.

3. Supervisor and Sub-Supervisor Monitoring Agent.

Supervisor and Sub-Supervisor can check and monitor agent's status. And also Supervisor and Sub-Supervisor can overhear agent's conversation.

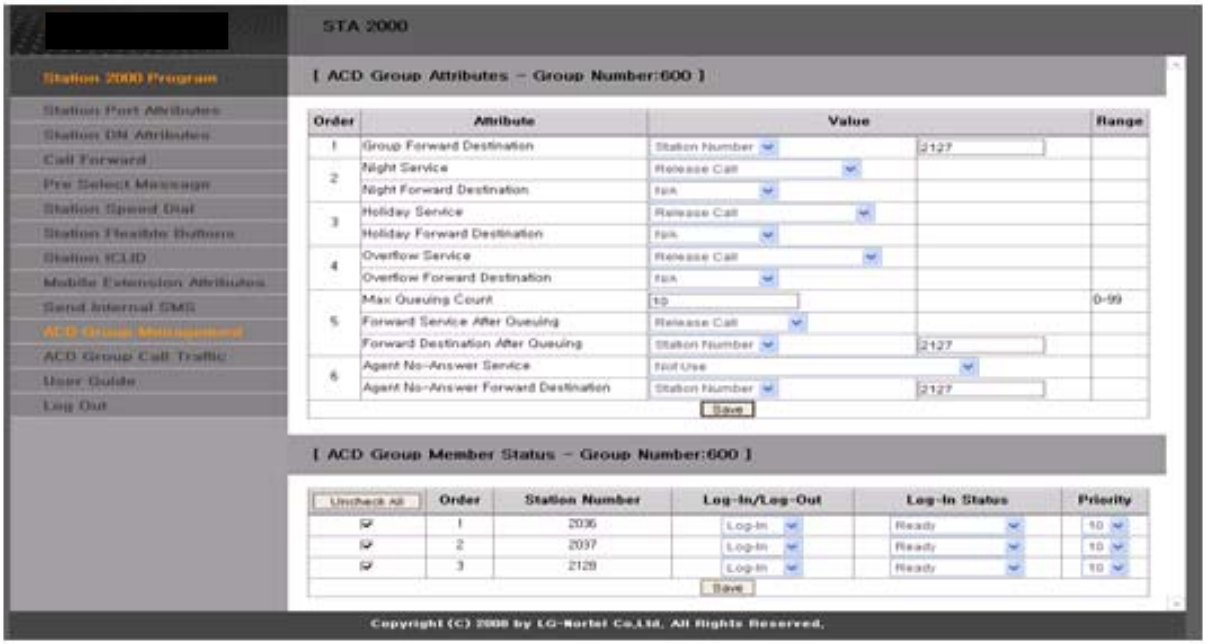
1) Agent Status Monitor by Supervisor on Digital Phone

a) Supervisor can check agent's state with {ACD Supervisor Agent State Check} feature code. If supervisor dial or press flex button registered as {ACD Supervisor Agent State Check} feature code, first agent state will be displayed on LCD.

b) Agent Log-In / Log-Out information is displayed and if agent is Log-In state, Ready or DND or Work sub-state also displayed. At that time, Supervisor can choose sub-option (Forced-Log In/Out, Forced Ready, Forced DND, and Forced Work).

c) Next agent's status information can be changed when Supervisor press Volume-Up/Down button or Up/Down in Navigation Key.

2) Agent Status Monitor on ACD Group Management web page in Station Program in MBX IP Web-Admin. And in this web-page Supervisor or Sub-Supervisor can check an change All of Agent's Log-In / Out, Ready, DND and Work State. Also agent's priority can be changed in this web-page.



3) Silent-Monitor of Agent's Conversation

Supervisor can monitor agent's conversation with {ACD Supervisor Silent Monitor} feature code. If Supervisor dial {ACD Supervisor Silent Monitor} feature code and dial agent number. Supervisor can overheard this agent's conversation.

4. Supervisor and Sub-Supervisor ACD Group Call Traffic Check. Supervisor and Sub-Supervisor can check ACD Group Call or Agent Call Traffic with {ACD Supervisor Traffic Check} feature code.

OPERATIONS

Group Forward / Night / Holiday Status Change by Supervisor

1. Dial {ACD Supervisor Group Forward / Night / Holiday Status} feature code.
   OR
2. Press flex button registered as {ACD Supervisor Group Forward / Night / Holiday Status} feature code.
3. Group Status will be changed.

ACD Group Management or ACD Agent State Check With Web-Admin

1. Connect Web-Admin Page of MBX IP System
2. Choose Station Program Menu.
3. Enter Supervisor Number and Password.
4. ACD Group Management Menu will be displayed on the Left Menu List.
5. Supervisor can change each Group Status rules and Destination.
6. Supervisor and Sub-Supervisor can check Agent Log-In/Out, Ready, DND, Work State. And also Agent's Priority can be displayed.
7. Supervisor and Sub-Supervisor can change Agent's State and Priority.

ACD Group Call or Agent Traffic Check with Web-Admin

1. Connect Web-Admin Page of MBX IP System
2. Choose Station Program Menu.
3. Enter Supervisor Number and Password.
4. ACD Group Traffic Menu will be displayed on the Left Menu List.
5. Supervisor and Sub-Supervisor can check Group Call Traffic and Agent Traffic Data.
6. Supervisor and Sub-Supervisor can Clear Group Call Traffic and Agent Traffic Data.

First Queued Call Answer or Reroute by Supervisor

1. If there are queued calls, {ACD Supervisor Queued Call Answer} feature code is saved at flex button.
2. Flex button's color will be changed to steady-on.
3. Dial {ACD Supervisor Queued Call Answer} feature code.
   OR
4. Press flex button registered as {ACD S Supervisor Queued Call Answer} feature code.
5. Choose sub-menu then First Queued Call CLI will be display
6. Press "1" then queued call will be routed to Supervisor.
   OR

7. Press "2" and Dial Tel-Number.
8. Press "#" or [HOLD] button, then queued call will be routed to Dialed tel-Number.

Silent Monitor by Supervisor

1. Dial {ACD Supervisor Silent Monitor} feature code.
   OR
2. Press flex button registered as {ACD Supervisor Silent Monitor} feature code.
3. Dial desired Agent number.
4. Agent's conversation will be overhead.

CONDITIONS

- If {ACD Supervisor Group Forward / Holiday / Night Mode} feature code is saved at flex button, when group status is some Status, this flex button's color will be changed to steady-on.
- During group status is Forward / Holiday / Night Status, if Supervisor dials or press {ACD Supervisor Group Forward / Holiday / Night Mode} feature code button, then group status will be changed to Normal Status.

PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1

PGM 212	BTN	RANGE	DEFAULT
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10

PGM 213	BTN	RANGE	DEFAULT
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60

PGM 214	BTN	RANGE	DEFAULT
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Group Call Traffic

ACD Group Call Traffic and Agent Call Traffic are automatically saved in the System.

Supervisor and Sub-Supervisor can check these kinds of Traffic data on their Digital-Phone. And also Supervisor and Sub-Supervisor can access ACD Group Call Traffic web page in Station Program of Web-Admin and then check and clear Traffic data.

ACD Group Call Traffic can be printed periodically as Information-Data format. And also Supervisor and Sub-Supervisor can print these kinds of data manually.

1. Supervisor and Sub-Supervisor can check ACD Group Call or Agent Call Traffic with {ACD Supervisor Traffic Check} feature code.
    1) ACD Group Call Traffic
       All of ACD call data will be saved and Traffic Data format is just like bellow lists.
        a) Total Calls Count
        b) Unanswered Call Coun
        c) Average Call Time 00:00 (minute: second)
        d) Average Ring Time 00:00 (minute: second)
        e) Busy Count and Time 00:00:00 (hour: minute: second)
        f) Number of calls count in Current Queue
        g) Average Queued Time 00:00 (minute: second) and Longest Queued Time 00:00 (minute: second)
            - Supervisor can check all of data with Volume Up/Down Key or Up / Down in Navigation Key.
            - During checking the Group Call Traffic information, Supervisor can clear all of Group Call Traffic with [SPEED] button. If Supervisor uses 3-soft keyset, Delete menu will be displayed at 3-soft menu.
            - Average Call time means average conversation time of all of agent ACD call.
            - Busy count means how many times all of agents are busy. And Busy time means total accrued Times of Agent's busy state.
            - Information about Queued data will be always computed when there are queued ACD calls in Queue
    2) Agent Call Traffic
       Agent's ACD call data will be saved and Traffic data format is just like bellow lists.
        a) Total Calls Count
        b) Unanswered Call Count
        c) Average Call Time 00:00 (minute: second)
        d) Average Ring Time 00:00 (minute: second)

e) Last Log-In Time 00:00:00 (hour: minute: second)
- When Supervisor enter Agent Call Traffic feature, first agent data will be displayed. And Supervisor can check all of agent data with Volume-Up/Down button or Up/Down in Navigation Key.
- During checking the Group Call Traffic information, Supervisor can clear all of Group Call Traffic with [SPEED] button. If Supervisor uses 3-soft keyset, Delete menu will be displayed at 3-soft menu.
- Average Call time means average conversation time.
- In case of Last Log-In time, if check at ACD Group Call Traffic web page in Station Program of Web-Admin, Log-In date also can be checked.

2. ACD Group Call Traffic web page in Station Program

STA 2000
[ACD Group Call Traffic - Group Number:600]
Order
Category
Value
1 Group Total Calls 4
2 Group Unanswered Calls 0
3 All Agent Busy Count 1
4 Average Ringing Time 00min 01sec
5 Average Service Time 00min 02sec
6 Total All Agent Busy Time 00hour 00min 13sec
7 Calls In Queue in Current 0
8 Longest Queued Call Time 00min 00sec
9 Average Queued Call Time 00min 00sec
Deletem
[ACD Agent Traffic - Group Number:600]
Order
Station Number
Total Calls
Unanswered Calls
Average Ringing Time
Average Service Time
Last Log-In Time
1 2036 0 0 00min 00sec 00min 00sec 10/01/01 - 15:04:33
2 2037 2 0 00min 02sec 00min 00sec 10/01/01 - 15:00:05
3 2128 2 0 00min 02sec 00min 03sec 10/01/01 - 14:59:58
Deletem
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3. Traffic data Print to Information Print Port

If Traffic information data print admin is set [PGM214-Flex18], ACD Group Call traffic data will be printed at Information-Print Port. And also [Information Data Print Interval] admin can set periodic print interval time.

Periodic Print ACD Group Call Traffic Format

~ 1 = 2 = 3 = 4 = 5 = 6 = 7 = 8 = 9 = 0 cr lf

Field(s)	DESCRIPTION
~ (tilt)	Means start of ACD statistics and is always located at first column
= (equal)	Delimiter between each meaningful data
1	ACD Group number
2	Total call counter
3	Unanswered call counter
4	All busy counter
5	Average ringing time (ex., 96=1 min 36 sec)
6	Average call service time (ex., 25=0 min 25 sec)
7	Total busy time (ex., 64=1 min 04 sec)
8	Number of current queued calls
9	Longest queued time
0	Average queued time
lf	Line Feed (0x0A)
cr	Carriage Return (0x0D)

Supervisor or Sub-Supervisor can print Group Call Traffic data at Information-Print port manually.

1. Press {ACD Supervisor Traffic Check} feature code.
2. Choose Group Traffic data.
3. Press [Hold/Save] button for printing data to Information-Print Port.

Supervisor or Sub-Supervisor can print Agent Call Traffic data at Information-Print port.

1. Press {ACD Supervisor Traffic Check} feature code.
2. Choose Agent Traffic data.
3. Find desired Agent number with "*" or "#" button, Left/Right in Navigation Key
4. Press [Hold/Save] button for printing data to Information-Print Port.

Agent Call Traffic Format

~ 1 = 2 = 3 = 4 = 5 cr lf

Field(s)	Description
~ (tilt)	Means start of ACD statistics and is always located at first column
= (equal)	Delimiter between each meaningful data
1	Each Agent number
2	Total call counter
3	Unanswered call counter
4	Average ringing time (ex., 96=1 min 36 sec)
5	Average service time (ex., 96=1 min 36 sec)
lf	Line Feed (0x0A)
cr	Carriage Return (0x0D)

CONDITIONS

- Information Print Port can be changed at Serial Selection Admin [PGM231]

PROGRAMMING

Numbering Plan

Feature Numbering Plan (PGM 113) … see details on page A-18

Station Group

ACD Group Assignment (PGM 212) … see details on page A-78

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

PGM 212	BTN	RANGE	DEFAULT
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute1 (PGM 213) … see details on page A-80

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10

PGM 213	BTN	RANGE	DEFAULT
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute2 (PGM 214) … see details on page A-82

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60

PGM 214	BTN	RANGE	DEFAULT
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

System Programming Tables

The MBX IP system can be programmed to meet each customer's individual needs. System programming may be accomplished by entering the "PROGRAM MODE" at an assigned Admin Station or using the Web Admin (refer to the "MBX IP Web Administration Guide"). This section provides general information.

Other sections include:

- Section 2 - provides a description for data entry using the Admin Station.

  NOTE: Some parameters are available through Web Admin and not the Keyset Admin.

- Appendix B - provides an index to database entries, default value charts for the Flexible Numbering Plan, Fixed Function dial codes and the entire database. Indices and charts are helpful references when entering data into the system database.

Initialization

When power is applied to the system or the MPB Reset button is pressed, the system will initiate the "Power-up" routine. During the Power-Up routine the system will check the database default switch (1st position of the MPB DIP-switch), refer to the "MBX IP Hardware and Installation Guide".

If the switch is in the ON position:

the system will perform a simple Power-Up routine; clear all scratch-pad memory, load run-time programs, establish communications with each registered board and DTIM/SLTM gateway Module and MBX IP terminal, send RESTART commands and load appropriate settings to the Modules and terminals. If a Module or terminal does not respond after several attempts, the system places the device in an out-of-service mode but maintains the database settings. Once the Power-up routine is complete, the system will conduct normal operations.

If the database default switch is in the OFF position:

in place of the Power-Up routine, the system will perform the full Initialization procedure. The initialization procedure will set the system database except DECT registration data to default values, refer to Initialization section. Once initialization is complete, set the initialization switch to the ON position to protect the database.

Program Menu Structure

Database Administration is accomplished by entering "PROGRAM CODES" from the dial pad of a phone or selecting an item from the Navigation pane in the Web Admin (refer to MBX IP Web Adminisration Guide).

Data items are organized as a group with a common affect, i.e. station, system, numbering plan, etc. Items may be further grouped forming a multi-layered menu structure as shown in the following Table.

Administration Menu Table

Administration	Menu	
Pre-Programmed Data	Location Program	100
	Slot Assignment	101
	Logical Slot Assignment	103
	DECT/IP/SIP Max Port	104
	IP-Phone Registration	106
	DTIM/SLTM Registration	107
	IP Address Plan	108-109
Numbering Plan	Numbering Plan Type	110
	System Numbering Plan	111
	Flexible Station Number	112
	Feature Numbering Plan	113
	CO Group Access Code	114
	Station Group Number	115
	ACD Group Number	118
Station Port Data	Station Type	120
	Station Port Attribute	121-124
	Station Flexible Button	126
	Station CTI IP Address	---
Station Number Data	Station DN Assignment	130
	Station DN ATTR	131-135
	Station COS Assignment	137
	Station Auto Dial Attribute	138
	Preset Call Forward	142
	Call Forward	143

Administration	Menu	
Station Number Data	Station VMIB Attribute	145
	Mobile Phone Attribute	146
	CO/IP Group Access	150
	Page Zone Access	151
	Command Group Access	152
CO Line Data	CO Line Attribute	160-163
	Incoming CO ATTR	165-166
	CO Ring Assignment	167
	Normal/DISA CO ATTR	168
	Incoming CO Alternative	169
	Outgoing CO ATTR	170-171
	Outgoing CO Alternative	173
	CO Inter-Digit Timer	174
	DTMF Send Interval	175
	CO COS Assignment	177
	CO-to-CO Attribute	179
	CO Group Access Code	180
	Alternative Ring Table	181
Station Group Data	Station Group Assign	200
	Station Group ATTR	201-202
	Voice Mail Group	203
	Call Pick-Up Group	204
	Page Group	205
	Command Conference Group	206
	PTT Group	208
	Interphone Group	209
	Pilot Hunt Group	210-211
	ACD Group Assignment	212
	ACD Group ATTR	213-214
	ACD Group Announcement	215
System Data	System Timer	222
	System Attribute	223
	System Password	226
	Alarm Attribute	227
	External Control Contact	228

Administration	Menu	
System Data	Music Source	229
	RS-232 Setting	230
	Serial Port Selection	231
	SMDR Attribute	232
	System Date & Time	233
	LED Flashing Rate	234
	PPP Attribute	235
	Mobile Attribute	236
	Intercom Busy Digit	237
	Dial-Tone Digit Table	240
	Executive/Secretary Assign	241
	Executive Access	242
	PPTP Attribute	---
	Web Access Authorization	---
Table Data	Toll Exception Table	250
	Digit Conv Table	251-252
	System Time Table	253-254
	LCR Time Table	255
	Holiday Time Table	256
	System Speed Dial	257
	Emergency Code Table	258
	Announcement Table	259
	CCR Table	260
	ICLID Table	262
	CLI Conversion Table	263
	Tone Frequency/Cadence	264
	Ring Table	265
	Ring Frequency/Cadence	266
	Voice Mail Dial Table	269
Tenant Data	ATD Group Assignment	270
	ATD Group ATTR	271-272
	Night ATD Group Assign	275
	Night ATD Group ATT	276-277
	Tenant Attribute	280-281
	Tenant Group Access	283

Administration	Menu	
Tenant Data	CO Call Restriction	284-285
	Local Call Prefix Table	286
	Long Call Prefix Table	287
	International Call Prefix	288
	Tone Table	290
Board Data	ISDN Board Attribute	300
	ISDN Clock Priority	301
	VOIB/VMIB Board Attr	305
	Reset Board	310
Voice Network	Networking Attr	320
	Networking Numbering	321
T-Net Data	T-Net Attribute	330
	CM Attribute	331
	PM Attribute	333
	T-Net Board Attribute	334
	IP-Phone T-Net Enable	335
H.324 Data	H.323 Routing Attribute	360
	H.323 VOIB Attribute	361
	H.323 Incoming Attr	362
	GK Attribute	363
SIP Data	SIP User ID Data	370
	SIP CO Service	371
	SIP Station Attribute	380
	SIP STA Service ATTR	381
Zone Data	Zone Attribute	395
	Zone RTP Relay Group	396
	Inter Zone Attribute	397
	Station Zone Attribute	399
SNMP Data	SNMP Data	---
DECT Data	DECT Registration	0#
	DECT Attribute	490
Green Mode	Green Mode Activation	---
	Green Mode Time Setting	---
Initialization	Initialization	499

This feature is not available at this time....

S/W Upgrade

S/W Upgrade
File Upload
G/W Upgrade
Upgrade Process View
VMIB Prompt Upgrade
AAFU System Greeting Up & Download
BASE Upgrade

System Management

System	Menu
Database	Database Download
	Database Upload
SMDR	SMDR
Text Database	Text Database Download
	Text Database Upload
File System	File View & Delete
	File System Information
Trace	Ping Test
	MPB Log View
	System Log View
	GW & Devices Log View
	Http Log View
	Dip Switch Status
	CO Line Status
	Station Status
	SLT Line Monitor
	System KSU Status
Gain & Cadence Control	TDM Gain(400-407)
	DSP Gain(415)
	RTP Gain(42x-43x)
	SLT Ring Cadence(440)
	ACNR Tone Cadence(441)
Appliances Control	Lock Key Install
DECT Statistics Feature	DECT Statistics
Voice Mail Delete	Voice Mail Delete

Station Admin Programming

LCD & Button Functions

While in the PROGRAM MODE, the Liquid Crystal Display (LCD) and Flex button LEDs of an Admin Station are used to guide and indicate status of the feature. The **dial pad** is most often used to enter data after selecting a data item using the Flex buttons. In some cases, pressing a **Flex** button will toggle the entry with the Flex button LED indicating the status (ON/OFF).

For PROGRAM CODES with multiple Flex button selections, the **volume controls** ([VOL UP] and [VOL DOWN] buttons) may be used to select the next or previous item. The [**SPEED**] button is generally employed as a delete button to erase existing entries however, where noted, it may be used to confirm a range input. Pressing the [**CONF**] button will return the screen to the 1st step of the data entry procedure for the PROGRAM CODE without storing unsaved entries.

The [**SAVE**] button is used to store data after entry. If there are no conflicts in the entered data, a confirmation tone will be received and the data stored. If a conflict exists, an error tone is provided and newly entered data is not saved. Generally, corrected data may be entered and stored without restarting the entry procedure from the 1st step.

Alphanumeric Data Entries

In some cases, an alphanumeric entry is required. Two (2) dial pad digits represent each character of an alphanumeric entry, as shown in the table on page B-105.

Use the table to determine the two digits that must be entered from the dial pad for each character.

Required Data Entries

During initialization a default database is established, refer to Initialization section on page A-1 and Quick Reference tables in Appendix B.

However, there are several data entries, which MUST be completed to assure proper operation of the system. The system employs the Country Code (refer to PGM 100 on page A-9), to establish tone and gain plans specific to the country. Also, the MPB IP address, sub-net mask and Default Gateway (Router) IP address (refer to PGM 108 on page A-14), must be assigned for proper external IP call operation and WAN access as well as remote Web Admin access.

Data Entry Mode

All data entry is accomplished from an Admin Station or station assigned for data entry (Station Port Attributes I (PGM CODE 121, Flex button 5). After DB initialization, Station 100 (Station port # 01) may access the system database. In addition, as default, there is no Station Admin password defined.

To enter the PROGRAM MODE:

1. From the Admin Station press the [**PGM**] button and then dial ***** and **#**.
2. Enter the Admin password. A confirmation tone is heard.

To select a program:

Press the [PGM] button and dial the specified Admin Program Code.

Procedures for Data Entry

The following sections provide specific instructions for entering data from the Admin Station once in the PROGRAM MODE. Each section provides descriptive information, step-by-step instructions and Tables for determining appropriate entries.

PRE-PROGRAMMED DATA - PGM Codes 100 to 108

Location Program (PGM 100)

Under Location Program, the country is identified using the international dial codes (COUNTRY CODE). If the Country code requires changing, the system must be initialized to restructure memory and create the country specific defaults, gain, frequencies and other system characteristics specific to the country and regional regulatory requirements.

To change the Country Code:

1. Set the 2nd MPB switch to the ON position,
2. Follow the procedure below to modify the Country code,
3. Reset the system with Power OFF/ON, pressing Reset button, or pressing [PGM] 499 / Flex 2 [SAVE].

A twenty-four (24) character SITE NAME is also defined in this program. The SITE NAME is primarily useful for the installer/programmer as a reference to the customer.

1. Press the [PGM] button and dial 100.
2. Select the desired Flex button (1-2), refer to the PGM 100 Table below.

   For COUNTRY CODE, refer to the Nation Codes table below for appropriate entries.
3. Use the dial pad to enter desired data. For System Reset, press [PGM] 499 / Flex 2, press [SAVE] to reset the System to default.
4. To store the location data press the [SAVE] button.

PGM 100	BTN	RANGE	REMARK
NATION CODE -- enables [SPEAKER] activation when a CO/IP, DSS or other feature button is pressed (handsfree).	1	4 digits	1
SITE NAME -- selects Speakerphone mode, Headset mode or Ear Mic Mode.	2	24 characters	-

Nation Codes

NATION	CODE
Argentina	54
Australia	61
Azerbaijan	994
Bahrain	973
Bangladesh	880
Belarus	375
Belgium	32
Bolivia	591
Brazil	55
Brunei	673
Cameroon	237
Chile	56
China (P.R.C)	86
Colombia	57
Costa Rica	506
Cyprus	357
Czech (Slovak)	42
Denmark	45
Ecuador	593
Egypt	20
El Salvador	503
Ethiopia	251
Fiji	679
Finland	358
France	33
Gabon	241
Georgia	995
German	49
Ghana	233
Greece	30
Guam	671
Guatemala	502
Guyana	592
Haiti	509

NATION	CODE
Honduras	504
Hong Kong	852
India	91
Indonesia	62
Iran	98
Iraq	964
Ireland	353
Israel	972
Italy	39
Japan	81
Jordan	962
Kenya	254
Korea	82
Kuwait	965
Kyrgyzstan	996
Liberia	231
Libya	218
Luxembourg	352
Malaysia	60
Moldova	373
Malta	356
Mexico	52
Monaco	377
Morocco	212
Myanmar (Burma)	95
Netherlands	31
New Zealand	64
Nigeria	234
Norway	47
Oman	968
Pakistan	92
Panama	507
P.N.G	675
Paraguay	595

NATION	CODE
Peru	51
Philippines	63
Poland	48
Portugal	351
Qatar	974
Rumania	40
Russia	7
Saudi Arabia	966
Senegal	221
Singapore	65
South Africa	27
Spain	34
Sri Lanka	94
Swaziland	268
Sweden	46
Switzerland	41
Tajikistan	992
Telkom	*27
Telstra	*61
Thailand	66
Tunisia	216
Turkey	90
Turkmenistan	993
U.A.E.	971
Ukraine	380
United Kingdom	44
Uruguay	598
U.S.A	1
Uzbekistan	998
Venezuela	58
Vietnam	84
Y.A.R.	967
Default = 1 (U.S.A.)	

Slot Assignment (PGM 101)

1. Press the [PGM] button and dial 101.
2. Enter Slot number
3. To change board type, press the Flex button 1 and dial board. Refer to NOTE2 - Board Type Code.
4. To change device number, press the Flex button 2 and dial device.
5. To store the location data press the [SAVE] button.

Slot Assignment

PGM 101	BTN	RANGE	REMARK
SLOT ASSIGNMENT-- refer to "Board Type Code" table below.	1	-	-
SLOT 02 -- enter device (port) number.	2	-	-

NOTE: If the DIP switch of the manual board detection (the 1st DIP Switch) is ON, system will detect the installed board type automatically. If the 1st DIP switch is OFF, the board type code must be entered at each slot. After manually setting Rack Slot assignment, the user should reset the system manually.

Board Type Code

STATION BOARD	CODE	CO LINE BOARD	CODE	VMIB BOARD	CODE
DSIB	11	VOIU	31	VMIB	51
DTIB12	12	VOIB8	32	AAIB	52
DTIB24	13	VOIB24	33	VSF	53
SLIB12	14	LCOB4	34		
SLIB24	15	LCOB8	35		
WTIB	16	LCOB12	36		
DTIM8	17	PRIB	37		
SLTM4/8	18				
SLTM32	19				

Logical Slot Assignment (PGM 103)

1. Press the [PGM] button and dial 103.
2. Press the Flex button (1-3) to change slot order.
3. Enter slot numbers.
4. Press the [SAVE] button to store.

PGM 103	BTN	RANGE	REMARK
CO LINE BOARD	1	-	-
STATION BOARD	2	88 (SIP Phone) 99 (IP Phone or Phontage)	-
VMIB BOARD	3	-	-

NOTE: If the DIP switch of the manual board detection ((the 1st DIP Switch) is ON, the system will detect the logical slot assign in sequence with increasing order automatically.

If the 1st IP of DIP switch is OFF, the logical slot assignment must be entered at each board type. After manually setting logical slot assignment, the user should reset the system manually.

DECT/IP Phone/SIP Phone Port Assignment (PGM 104)

1. Press the [PGM] button and dial 104.
2. Press the Flex button (1-3) and enter the desired data
3. Press the [SAVE] button to store.

PGM 104	BTN	RANGE	REMARK
MAX NO. OF DECT PHONE -- that can be registered to the System.	1	-	8
MAX NO. OF IP PHONE -- that can be registered to the System.	2	-	32
MAX NO. OF SIP PHONE -- that can be registered to the System.	3	-	32

IP Phone/Phontage Registration Table (PGM 106)

1. Press the [PGM] button and dial 106.
2. Enter bin number to be assigned.
3. Press the Flex button (1-7) and enter the desired data.
4. Press the [SAVE] button to store.

PGM 106	BTN	RANGE	REMARK
MAC ADDRESS -- Used to register an IP Phone to the System, by entering its MAC Address. (Refer to Alphanumeric Dial Pad entries on page B-105,)	1	-	-
USER ID -- Used to register a Phonatge to the System, by entering its User ID and Password.	2	-	-
USER PASSWORD -- Used to register a Phonatge to the System, by entering its User ID and Password.	3	-	-
STA NUMBER (VIEW) -- Once a connection is made to the System, the current Station number will be displayed.	4	-	-
IP ADDRESS (VIEW) -- Displays the IP Address of the IP phone/Phontage.	5	-	-
F/W IP ADDRESS (VIEW) -- Displays the Firewall IP Address of the IP phone/Phontage.	6	-	-
RTP SECURITY -- Enable RTP Security.	7	-	-

DTIM/SLTM Registration Table (PGM 107)

1. Press the [PGM] button and dial 107.
2. Enter slot number to be assigned.
3. Press the Flex button (1-5) and enter the desired data
4. Press the [SAVE] button to store.

PGM 107	BTN	RANGE	REMARK
MAC ADDRESS -- Used to register a DTIM to the System, by entering its MAC Address. (Refer to Alphanumeric Dial Pad entries on page B-105.)	1	-	-
STA RANGE (VIEW) -- Once a connection is made to the System, the Station number assigned to DTIM/SLTM will be displayed.	2	-	-
IP ADDRESS -- Displays the IP Address of the IP phone/Phontage.	3	-	-
F/W IP ADDRESS -- Displays the Firewall IP Address of the IP phone/Phontage.	4	-	-
RTP SECURITY -- Enable RTP Security.	5	-	-

IP Address Plan (PGM 108)

The System IP is required for external VoIP calls, WEB programming, IP Phone registration or external VoIP calls.

MBX IP can be installed behind a NAPT server, if the NAPT server provides fixed address translation and port forwarding to the system. In this case, the system will employ the “Firewall IP address” as the fixed public IP address for communication with remote devices. This address must be assigned as the MFIM address in the remote device (IP Phone or Gateway DTIM/SLTM).

1. Press the [PGM] button and dial 108.
2. Select the desired button 1-9,
3. Enter the desired data (For IP addresses, use an "*" to enter a dot (".."))
4. Press the [SAVE] button to store.

PGM 108	BTN	RANGE	REMARK
IP ADDR -- Public IP Address required for remote user and Web-admin. IPv4 format.	1	-	10.10.10..1
SUBNET MASK -- Used to register a Phonatge to the System, by entering its User ID and Password.	2	-	255.255.0.0

PGM 108	BTN	RANGE	REMARK
ROUTER IP ADDR -- IP Address of router for external network (WAN/IP) access. Required for shared voice and data LAN and remote Web access.	3	-	10.10.10.254
FIREWALL IP ADDR -- When the system is installed behind a NAPT server, the fixed IP Address provided by the NAPT server must be assigned in this field. Also, use this IP address for the MFIM address in remote devices.	4	-	0.0.0.0
DNS IP ADDR -- IP Address of Domain Name Server, which MBX IP will use to resolve URLs to an IP address. The DNS provides the resolution after receiving the name from MBX IP.	5	-	0.0.0.0
H.323 PORT -- H.323 UDP Port.	6	-	1720
SIP PORT -- SIP UDP Port.	7	-	5060
DHCP USAGE -- If this field is set to 'ON', the system gets the IP-address from the DHCP Server when it is booting.	8	-	Off
DIFFSERV -- Diff-Serv pretag value.	9	-	04

System Information (PGM 109)

The System Information like MAC Address, system version or others can be checked.

1. Press the [PGM] button and dial 109.
2. Select the desired button 1-7.

PGM 109	BTN	RANGE	REMARK
MAC ADDR -- The MAC Address of MPB.	1	-	-
PROTOCOL PORT -- UDP Port for communicating between MPB and Boards (or, IP Phone).	2	-	-
PRIVATE NET MASK	3	-	-
APP RLS VERSION -- System Version.	4	-	-
APP RLS DATE -- The released Date of System software.	5	-	-
BOOT VERSION -- System Boot Version.	6	-	-
BOOT RLS DATE -- The released Date of System Booting application.	7	-	-

NUMBERING PLAN DATA - PGM Codes 110 to 116

Numbering Plan Type (PGM 110)

The MBX IP system provides default Numbering plan set. One of any numbering plans can be installed or every numbering plan can be cleared.

If numbering plan type 7 is selected, all numbering codes are deleted. After deleting, the user should then assign the 'System Numbering Plan (PGM 111)'. After configuring the System Numbering Plan, the user can assign the other numbering plan code. This is useful when the user wants to reconfigure all the numbering codes without default values.

1. Press the [PGM] button and dial 110.
2. Press Flex Btn 1 and select one of the default numbering plans.

   If numbering plan type 7 is selected, all numbering codes are deleted. After deleting, the user should first assign the prefix numbering plan. After configuring the prefix, the user can assign the others like station number, CO Group Access Code, Extra Numbering and Feature Code. This is useful when a user wants to reconfigure all numbering codes.
3. Press the [SAVE] button to update all numbering plan codes with selected default value.

System Numbering Plan (PGM 111)

To assign a numbering plan code, the type should be matched with one of the System Numbering Plans provided, which consists of a Prefix and More digits.

- Prefix -- leading preceding digits of some numbering plan code (up to 8 digits).
- More Digits -- number of digits following the Prefix code (up to 4 digits).
- Master Prefix Digits -- when the System Numbering Plan code consists of more than 4 digits, the preceding digits of the prefix code placed at more than 4 digits from the end digit (to 3 digits in MBX IP-100, and up to 5 in MBX IP-300 system).

  NOTE: System Numbering Plan conflict is not allowed; if there is a Prefix '1' and more digit 4, then there cannot be other prefix '10' with more digit 4.

1. Press the [PGM] button and dial 111.
2. Enter index and check current prefix code.

   Volume Up/ Down key can be used to see next/ previous index data.

   To Change Prefix Numbering Plan, delete the data first.

   To delete existing Prefix Numbering Plan, press [DELETE] and then press [SAVE].

   When Prefix numbering plan is deleted, related numbering plan codes are also cleared.
3. Press Flexible button 1 and enter the prefix code to set a new Prefix code.
4. Press Flexible button 2 and enter More Digits.

5. Press the [SAVE] button to update changed data.

PGM 111	BTN	RANGE	REMARK
PREFIX CODE -- leading preceding digits of some numbering plan code.	1	1-8 digits	Prefix code length + More Digits (total of Max 8)
MORE DIGITS -- number of digits following the Prefix code.	2	(0-4)	

Flexible Station Number (PGM 112)

Each station has station numbers and every station numbers can be edited. By default, every My-DN of each station is assigned. According to the numbering plan type selected from ADM 110, if start station number is 3 digits, 50 MADN numbers are assigned when station-numbering plan is initialized. If start station number is 4 digits, 324 MADN numbers (108 MADN numbers) are assigned when station numbering plan is initialized.

1. Press the [PGM] button and dial 112.
2. Press Flex button 1 to edit the whole station number by range.
3. Enter desired station range.

   OR

   Press Flex button 2 to edit one station number.

   Use the Volume Up / Down buttons for data of the next / previous index.
4. Enter station number to update.
5. Press the [SAVE] button to update changed data.

   Check if newly entered number is available number according to Prefix Code plan (PGM Code 111).

PGM 112	BTN	RANGE	REMARK
STATION NUMBER (edit by range)	1	Start station number & End station number	Delete all station numbers and update entered station number range only.
SINGLE STATION NUMBER (edit)	2	One station number	Bin 001-324 (MBX IP 300), bin 001-128 (MBX IP 100): 1 number per one station port (My-DNs for each stations). Bin 325-648 (MBX IP 300), bin 129-256 (MBX IP 100): Free station numbers for MADN type or extra SADN type numbers (Sub-DNs).

FEATURE NUMBERING PLAN (PGM 113)

Feature Numbering codes for the system can be assigned and edited in PGM 113. Appendix B provides the default values for each of the eight base Numbering Plans. Select the default Numbering Plan in PGM 110.

1. Press the [PGM] button and dial 115:-
2. Select the desired index (01-108); refer to the following table.
3. Press the [SAVE] button to store the new Numbering Plan data.

   Check if newly entered number is available according to Prefix Code plan (PGM 111).

Feature Numbering Codes

BTN	FEATURE	REMARK
1	Attendant Call	0
2	Conference Room 1	571
3	Conference Room 2	572
4	Conference Room 3	573
5	Conference Room 4	574
6	Conference Room 5	575
7	Conference Room 6	576
8	Conference Room 7	577
9	Conference Room 8	578
10	Conference Room 9	579
11	Internal Page	543 + 00 (All Call Page), xx (Page Group #)
12	Personal VM Page	544
13	Announcement Page For Attendant	545
14	Page Auto Answer	546
15	Internal Page Answer (Meet-Me Page)	547
16	External Page	548
17	Internal-External Page All	549
18	Call Forward Register	554 + Type + Destination
19	Pilot Hunt Call Forward Register	514 + Type + Destination
20	Pilot Hunt Call Forward Cancel	515

BTN	FEATURE	REMARK
21	DND Status Change	516
22	DND Delete	517
23	Account Code	550
24	CO Flash	551
25	Last Number Redial	552
26	Station Speed PGM	553
27	Speed Dial	555
28	MWI Register	557
29	MWI Answer	558
30	MWI Cancel	559
31	Call Back Register	518
32	Call Back Cancel	519
33	Group Call Pickup	564
34	Direct Call Pickup	7
35	Walking COS	520
36	Call Parking Location	541 + xx (Parking Location 00-49)
37	PGM Mode Access	521
38	Two-Way Record	522
39	VMIB Access	523
40	AME Access	524
41	CO Line Access	888 + CO Line # (001-200: MBX IP-300, 01-80: MBX IP-100)
42	VM MWI Enable	*8
43	VM MWI Cancel	*9
44	MCID Request	*0
45	Unsupervised Conf Extend	5##
46	PTT Group Access	524 + PTT Group # (0-9) + * (Log out)
47	Hot Desk Log In/Log Out	525
48	Name Register	526
49	Create Conf Room	527 + Conf. Room #

BTN	FEATURE	REMARK
50	Delete Conf Room	528 + Conf. Room #
51	Wake Up Register	529 + HH:MM
52	Wake Up Cancel	530
53	Temporarily COS Down	531
54	Cancel Temp COS Down	532
55	Password Change	533
56	Inter-Phone Group Access	534
57	Call Wait Request	535
58	Preselected MSG PGM	536
59	Forced Handsfree Call	537
60	Call Based CLIR	582
61	CLIR Access	583
62	COLR Access	584
63	Pilot Hunt Call	585
64	Command Call Oneway	581
65	Command Call Conf	580
66	Intrude Register	589
67	Camp On Register	590
68	OHVO Register	591
69	Mobile Num Register	592
70	Mobile CLI Register	593
71	Mobile Access	594
72	Announcement table	670
73	Announcement table and Drop	671
74	System Hold	560
75	Return Held CO	8**
76	Sys Memo	675
77	DISA Tone Service	678
78	All Feature Cancel	679
79	Add Conf Member	680

BTN	FEATURE	REMARK
80	System Alarm Reset	565
81	Fault Alarm Reset	566
82	Door Open	#*1
83	Keypad Facility	##*
84	T-Net Log-In/Out	586
85	Universal Answer	587
86	USB Call Record	588
87	Delete All VM Message	681
88	VM Page Message Record	682
89	Direct VM Transfer	683
90	Loop Key	684
91	Call Log	685
92	ACD Agent Log-In/Out	500
93	ACD Agent DND	501
94	ACD Agent Word Mode	502
95	ACD Agent Auto Work	503
96	ACD Agent Auto Answer	504
97	ACD Call Indication	508
98	Non-ACD Call Indication	509
99	ACD Supervisor Group Forward	890
100	ACD Supervisor Night	891
101	ACD Supervisor Holiday	892
102	ACD Supervisor Queued Call Answer	893
103	ACD Supervisor Agent State Check	894
104	ACD Supervisor Silent Monitor	895
105	ACD Supervisor Call Traffic Check	896
106	ACDAnnouncement Play & Check	899
107	Day/Night/Timed Mode Change	513
108	DID/DISA Restriction	685

CO Group Access Code (PGM 114)

MBX IP System provides CO Group Access Codes (73 in MBX IP-300/25 in MBX IP-100). Each code can be edited by Admin Programming. Each CO Group Access Code has its attributes (refer to PGM Code 178).

1. Press the [PGM] button and dial 114.
2. Press Flex button 1 to edit whole CO Grp access code by range.
3. Enter desired access code by range.
   OR
4. Press Flex button 2 to edit one CO Grp access code.

   Use the Volume up / down buttons to scroll to the next / previous index.
5. Enter desired access code.
6. Press the [SAVE] button to update changed data.

   Check if newly entered number is available, refer to Prefix Code plan (PGM Code 111).

PGM 114	BTN	RANGE	REMARK
CO GRP ACCESS CODE (Edit By Range)	1	Start CO Grp Access Code & End CO Grp Access Code	-
CO GRP ACCESS CODE (Edit)	2	CO Grp Access Code	-

Station Group Number (PGM 115)

MBX IP System provides Station Group Numbers (50 in MBX IP-300, 20 in MBX IP-100). Each group number can be edited by Admin Programming. Each station group number has its attributes (refer to PGM Codes 200-202).

1. Press the [PGM] button and dial 115.
2. Press Flex button 1 to edit whole Station Group Number by range.
3. Enter Station Group Number by range.
   OR

   Press Flex button 2 to edit one Station Group Number.

   Use the Volume Up / Down buttons to scroll to the next / previous index.
4. Enter desired Station Group Number.
5. Press the [SAVE] button to update changed data.

   Check if newly entered number is available, refer to Prefix Code plan (PGM Code 111).

PGM 115	BTN	RANGE	REMARK
STATION GROUP RANGE (Edit by Range)	1	Start Station Group Number & End Station Group Number	-
STATION GROUP NUMBER (Edit)	2	Station Group Number	-

ACD Group Number (PGM 118)

MBX IP300 System has max 50 ACD Group Number and MBX IP100 System has max 20 ACD Group Number. But the ACD default Group Number is the same from 600-619 for both systems. In case of MBX IP300, remaining 30 group numbers are empty. Each group number can be edited by Admin Programming. Each station group number has its own attributes (refer to PGM Codes 212-215).

1. Press the [PGM] button and dial 118.
2. Press Flex button 1 to edit whole ACD Group Number by range.
3. Enter desired ACD Group Number by range.

   OR

   Press Flex button 2 to edit one ACD Group Number.

   Use the Volume Up / Down buttons to scroll to the next / previous index.
4. Enter desired ACD Group number.
5. Press the [SAVE] button to update changed data. Check if newly entered number is available number according to Prefix Code plan (PGM Code 111).

PGM 118	BTN	RANGE	REMARK
ACD GROUP RANGE -- ACD Group Number edit by range.	1	Start ACD Group Number & End ACD Group Number	-
ACD GROUP NO -- ACD Group Number edit.	2	ACD Group Number	-

STATION DATA - PGM Codes 120-152

Station Type (PGM 120)

Each station has its own station type according to its terminal type. This station type is used by the system to recognize the station's capabilities. In addition, this station type defines DSS/BLF consoles, which can be connected to a station. Maximum 5 DSS/BLF consoles can be connected to a station. Especially, in IP-8000 Series, maximum 4 serial DSS/BLF consoles can be connected. For DSS/BLF consoles, the associated father station number is displayed.

To set the terminal type:

1. Press the [PGM] button and dial 120.
2. Use the dial pad to enter a station number.
3. Select the desired Flex button:
   - FLEX 1: to display current station type or to set SLT station type (DTMF normal, DTMF MSG-wait, PULSE normal, PULSE MSG-wait)
   - FLEX 2: to connect DSS/BLF consoles to a station or to display father station number of a DSS/BLF console
   - FLEX 3: to restart IP-Phone
4. For Flex button 1 (TYPE), to view station type.
   - Only for SLT station, station's type can be modified. To modify SLT station type, use the dial pad button 1 to 4 (1: DTMF Normal, 2: DTMF Msg-wait, 3: Pulse Normal, 4: Pulse Msg-Wait).
   - Press the [SAVE] button to store the data entries.
5. For Flex button 2, there are 3 different modes available.
   - Mode (1): For Key-phone which can have 5 DSS/BLF consoles .
   - Mode (2): For IP-8000 series which can have 4 serial DSS/BLF consoles.
   - Mode (3): For DSS/BLF console.
6. Mode (1): For Phone, which can have 5 DSS/BLF consoles. To assign DSS/BLF Console to DSS map index.
   - Select Flex button (1-5) for DSS map Index (1-5) and enter DSS/BLF Console's station number.
   - Press the [SAVE] button to store the data entries.

7. Mode (2): For IP-8000 series, which can have 4 serial DSS/BLF, consoles.
   - Serial DSS/BLF consoles have no station number. After connecting to station, just select console type.
   - Select Flex button (1-4) for serial DSS map Index (1-4) and select serial DSS/BLF console type. (0:none, 1:12-btn DSS, 2:12-btn LSS, 3: 48-Btn DSS)
   - Press the [SAVE] button to store the data entries.
8. Mode (3): For DSS/BLF console itself.

   This menu just displays Father station of DSS/BLF console. In Mode (1), DSS/BLF console is assigned to Father station.
9. For Flex button 3, to reset IP-8000 series after change serial DSS/BLF configuration of station.

Station Port Attributes (PGM 121-124)

Station Port Attributes define features and functions available to the terminal. Generally, the entry will turn the feature ON (enable) or OFF (disable). Refer to the following tables:

Station Attributes I (PGM 121)

PGM 121	BTN	RANGE	DEFAULT
AUTO SPKR -- enables [SPEAKER] activation when a CO/IP, DSS or other feature button is pressed (handsfree).	1	0:Off 1:On	On
HEADSET MODE -- selects Speakerphone mode, Headset mode or Ear Mic Mode.	2	0:Speaker 1:Headset 2:E-MIC	Speaker
HEADSET RING -- in Headset mode, this item selects device to receive incoming ring signals. - Speaker, Headset or Both.	3	0:Speaker 1:Headset 2:Both	Speaker
GROUP LISTEN -- enables Group Listen feature, audio is sent to both the handset and speaker with the handset microphone active and speakerphone microphone OFF.	4	0:Off 1:On	Off
KEYSET ADMIN -- when an SLT extension attempts to transfer a CO call to a CO line it is blocked and the call is released.	5	0:Disable 1:Enable	Disable
NO TOUCH ANS -- permits station to receive pilot hunt ring.	6	0:Off 1:On	Off
HOWLING TONE -- sets Anonymous Call Restrict service.	7	0:Off 1:On	On

PGM 121	BTN	RANGE	DEFAULT
DUMMY TERMINAL -- this item defines whether a station is used for hot desk terminal. If you want to use a station as hot desk, this field must be set to 'ON'.	8	0: Off 1: On	Off
PORT BLOCK -- if this value is set to ON, Station is blocked so it is impossible to use that station.	9	0: Off 1: On	Off
GAIN TABLE IDX -- this feature allows 3 kinds of gain tables per station.	10	1-3	1
SLT LINE LENGTH -- this feature is used to distinguish the line length when the distance between SLT station and SLIB board is too variable. (Short:0km, Long:0-3km, Far:3-7.5km).	11	0: Short 1: Long 2: Far	Short
ALARM -- enable to receive system alarm signal.	12	0:Disable 1:Enable	Disable
DOOR OPEN -- enable to use door open feature.	13	0:Disable 1:Enable	Disable

Station Attributes II (PGM 122)

LLCD LANGUAGE SELECTION

PGM 122	BTN	RANGE	DEFAULT
LCD LANGUAGE -- sets the Language used in the Station's LCD.	1	(00-14)	00 (English)
LCD DATE MODE -- sets the Station's Date display as month/day or day/month.	2	0: DDMMYY 1: MMDDYY	DDMMYY
LCD TIME MODE -- sets the Time display mode as 12 hour or 24-hour (military) time.	3	0: 12 Hour Mode 1: 24 Hour Mode	12 hour
BACK LIGHT USAGE -- if a station can support LCD backlight, you can set backlight usage option.	4	0: Always Off 1: Busy Only 2: Always On 3: Auto 4: Delayed Off	Busy Only
IP-8000 FONT -- IP 8000 Series terminal has two kinds of font – Times New Roman and Gothic. This menu determines what font is used.	5	0: Times New Rom 1: Gothic	Times New Rom

PGM 122	BTN	RANGE	DEFAULT
IP-8000 LCD BRIGHTTNESS -- IP 8000 Series terminal can adjust LCD brightness for user's convenience.	6	01-15	07
GROUP QUEUE DISPLAY -- if this is set to ON, system provides station goup Queue information to group member.	7	0: Off 1: On	Off

ENTRY	LANGUAGE
00	English
01	Italian
02	Finnish
03	Dutch
04	Swedish

ENTRY	LANGUAGE
05	Danish
06	Norwegian
07	Hebrew
08	German
09	French

ENTRY	LANGUAGE
10	Portuguese
11	Spanish
12	Korean
13	Estonian
14	Russian

Station Attributes III (PGM 123)

PGM 123	BTN	RANGE	DEFAULT
PRIME NUMBER BTN -- among My-DN and several Sub-DNs which are assigned to station flex buttons, determines the first-seized DN when the user initiates a call. If prime button is not set of invalid, the system scans sequentially from flexible button 1 to flexible Button 48 and take the unused and valid flexible button as prime button NOTE: DN buttons of associated DSS box cannot be a prime number button.	1	01-48	01
ZONE NO -- this menu represents a station belonging to what zone.	2	1-9	1
AUTO HOLD -- enables Auto Hold for the station. With Auto Hold enabled, the system will place an active external call on hold if the user presses a CO/IP or DSS button.	3	0: Off 1: On	Off
ENBLOCK DIAL -- when On, the user-dialed digits are stored at the Digital Phone until explicitly sent by the user. When sent, all dialed digits are sent to the system in a block. Enblock mode is only available to Digital Phones with soft keys.	4	0: Off 1: On	Off

PGM 123	BTN	RANGE	DEFAULT
ICM ANSWER MODE -- selects Handsfree, Privacy or Tone ring ICM Signaling mode.	5	1: Handsfree 2: Tone 3: Privacy	Tone
DATA SECURITY -- disables override and camp-on tones to the station to avoid occurring error when sending data.	6	0: Off 1: On	Off
PROGRESS INDICATOR -- if this value is set to ON, Progress Indicator Information is included to Setup message (Origin is non-ISDN).	7	0: Off 1: On	Off
FAX MODE -- if this value is set to ON, Bearer Capability information with 3.1Khz is provided to PX.	8	0: Off 1: On	Off
DTMF WHEN REDIAL -- if this value is set to ON, DTMF tone is heard to the station user while redial. (Reserved) .	9	0: Off 1: On	On
MUTE RING SERVICE -- if this value is set to MUTE RING, system provides MUTE RING to user.	10	0: Mute Ring 1: No Ring	Mute Ring
AUTO IDLE SERVICE -- If this value is set to AUTO, system provides Auto Idle service.	11	0: Auto 1: Manual	Auto

Station Attributes IV (PGM 124)

PGM 124	BTN	RANGE	DEFAULT
MSG WAIT INDICATION -- this menu determines the way to notify a station to wait message.	1	01-48	MW Remind Tone
APPLY DIFF RING -- determine user's differential ring mode. Applying to all ring mode or normal ring mode.	2	1-9	All Ring
ICM DIFF RING ID -- set the intercom differential ring ID – usually 1-4 is valid.	3	000-254	On
CO DIFF RING ID -- set the CO line differential ring ID – usually 1-4 is valid.	4	000-254	Off
COS APPLY OPTION -- determine whether the applied COS is the COS of SUB-DN or COS of MY-DN when station accesses SUB-DN.	5	0: SUB-DN 1: MY-DN	SUN-DN

PGM 124	BTN	RANGE	DEFAULT
HOOK FLASH WHEN TRANSFER -- Determine the operation when user press hook-flash button while transferring call. 0. Cancel transfer : drop current call and recover previous call 1. Broker : hold current call and recover previous held call 2. Conference: establish 3-way conference call. 3.Broker-Conf : Operated Broker and Conference when a user hook flash within 2 sec	6	0: Cancel Transfer 1: Broker 2: Conference 3: Broker-Conf	Cancel Transfer
OFF-HOOK ON PAGED -- when lifting handset while listening to paging message, user can make another call or continue to listen. 0: continue to listen to paging message 1: stop listening, seize a remaining DN, and hear dial-tone. User can make a another call.	7	0: Paged 1: Dial Tone	Paged
PLA -- Preferred Line Answer enables Ringing Line Preference for the station. Calls that ring the telephone are answered by going off-hook. (Reserved).	8	0: Off 1: On	On
PICKUP BY DSS BUTTON -- this value determines the method of pickup when pressing DSS button.	9	0: Disable 1: Group Pickup 2: Direct Pickup	Direct Pickup
CLI IP ADDRESS -- CLI IP Address.	10	IP Address	0.0.0.0
ACD AGENT PRIORITY -- when a station is a member of an ACD Group, this value will be used for priority as agent.	11	01-20	10

Station Flexible Button Assignment (PGM 126)

Flex buttons for each Digital Phone and DSS Console can be assigned a function (Type) and an associated Value.

For assignments to a DSS Console, enter the DSS console station number and enter the desired button number. For Serial DSS, the button numbers are decided by the order of Serial DSS. The button number starts from 49 at the first Serial DSS, 97 at the 2nd Serial DSS, 48 is added to the button number when desired Serial DSS order is increased. Each console contains entries for up to 48 buttons even though the console may only have 12 buttons. In this case, assignments for buttons 13 to 48 are ignored.

1. Press the [PGM] button and dial 126.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Dial the desired Flex button number (001-240)
4. Press the desired Flex button (1-3).
   - Flex button 1: to configure button type
   - Flex button 2: to configure ring option
   - Flex button 3: to configure access mode

For Flex Button 1:

To configure button type, use the dial pad to select button type 1-3.

- Type 1: to assign Fixed type button to Flex button.
- Type 2: to assign Station Number(DN) to Flex button.
- Type 3: to assign "Dialed Number" to Flex button.

For Fixed Button:

Use the dial pad to select one of the following:

1: redial	6: button
2: speed	7: transfer
3: conference	8: recall
4: mute	9: PTT
5: call back	

Press the [SAVE] button to store the data entered.

If a station already has the same fixed type button, an error tone is heard and the data is not saved.

For Station Number (DN) Button:

Using dial pad, enter the Station number you want to assign.

Press the [SAVE] button to store the data entries.

If the same station number already exists on another flex button, an error tone is heard.

For Dialed Number Button:

Using dial pad, enter desired number you want to assign.

Press the [SAVE] button to store the data entered.

Flex Button 2 -- to configure ring option:

The ring option is only valid at Station Number-type Flex button.

To configure ring option, use dial pad or DELETE/SPEED button.

0: immediate ring	6: delay 18 sec
1: delay 3 sec	7: delay 21 sec
2: delay 6 sec	8: delay 24 sec
3: delay 9 sec	9: delay 27 sec
4: delay 12 sec	.. : no ring
5: delay 15 sec	

Press the [SAVE] button to store the data entries.

Flex Button 3 -- to configure access mode:

Access mode follows Flex button type.

- If Flex button type is "Fixed" or "Dialed Number", select 0 or 1.
  - 0. Changeable: the station user can change this button data.
  - 1. Unchangeable: can only be changed in Admin Programming.
- If Flex button type is "Station Number" then select 0-2.
  - 0. All Call: there is no restriction.
  - 1. Seize and Dial : Unable to seize only by off-hook when making outgoing call even if the button is set to prime number button.
  - 2. Incoming only: Unable to make an outgoing call using this button. Only answering incoming call is allowed.

Press the [SAVE] button to store the data entries.

Station Number Information (PGM 130)

In accordance with the station number's physical characteristics, the station number is divided into My-DN and Sub-DN.

- My-DN is only a role of SADN (Single-Assign Directory Number) and only one My-DN is assigned to a physical terminal. In MBX IP system, the scope of station number used for My-DN is predefined – station bin index from 1 to 324 for MBX IP-300, from 1 to 108 for MBX IP-100. Station number with station bin index greater than My-DN's bin index is Sub-DN.
- Sub-DN is used for MADN or SADN. MADN can have 10 different stations as its members but SADN has only 1 member. In addition to, Sub-DN, which is used for SADN, can be configured as a hot-desk agent number. If Sub-DN is used for hot-desk agent, station is not allocated explicitly for Sub-DN member. Only when a terminal login to hot desk with Sub-DN, Sub-DN has terminal's station number (My-DN) as its member.

To set the terminal type:

1. Press the [PGM] button and dial 130.
2. Use the dial pad to enter the station number.
3. Press the desired Flex button (1-2):

Flex 1 -- to configure station number type:

Dial 1-3 to configure station number type.

- Type 1 : SADN-Normal
- Type 2 : MADN
- Type 3 : SADN-Hot Desk Agent

Press the [SAVE] button to store the data entries.

NOTE: Type cannot be changed for My-DN numbers.

Flex 2 -- to display station member view

Station Number Attributes - PGM 131-135

Station Number Attributes define features and functions available to the station number. Generally, the entry will turn the feature ON (enable) or OFF (disable). Refer to the following tables for a description of the features and the input required.

1. Press the [PGM] button and dial:

   131 for Station Number Attributes 1

   132 for Station Number Attributes 2

   133 for Station Number Attributes 3

   134 for Station Number Attributes 4

   135 for Station Number CLI Attributes
2. Use the dial-pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Press the desired Flex button; refer to the following Station Number Atrributes tables.
4. Use the dial-pad to enter desired data for the attribute setting, refer to the following Station Number Atrributes tables.
5. Press the [SAVE] button to store the data entry.

Station Number Attributes I (PGM 131)

PGM 131	BTN	RANGE	DEFAULT
STATION NAME -- enables user name entry. The name is displayed on the LCD of Digital Phones	1	Max 16 chars	-
TENANT GROUP -- specify tenant group for station.	2	1-9 (MBX IP 300) 1-5 (MBX IP 100)	1
DIGIT CONVERSION TABLE -- specify Digit conversion table for station.	3	1-9	1
PASSWORD -- restricts CO Call Duration to station.	4	0-12 digits	-
BUSY SERVICE -- when an SLT extension attempts to transfer a CO call to a CO line it is blocked and the call is released.	5	0:Busy Tone 1:Camp-on 2:Call Wait 3:Pilot Hunt	Busy Tone
CHARGE MODE -- permits station to receive pilot hunt ring.	6	0:Free 1:Report	Report
SMDR HIDDEN DIGIT -- sets Anonymous Call Restrict service.	7	0:Disable 1:Enable	Disable

PGM 131	BTN	RANGE	DEFAULT
HOTDESK AGENT NUMBER -- sets wake-up time.	8	0: Off 1: On	Off
TIME TABLE INDEX -- enables daily repeating alarm.	9	1-9 None	none

Station Number Attributes II (PGM 132)

PGM 132	BTN	RANGE	DEFAULT
FORCED HANDSFREE ACCESS -- when placing an intercom call, a user can change the ICM signaling mode, Tone Ring to Hands free answer mode or Hands free answer to Tone Ring mode.	1	0: Disable 1: Enable	Disable
FORWARD ACCESS -- enables Call Forward to be activated by the station.	2	0: Disable 1: Enable	Enable
OFFNET FORWARD ACCESS -- a station must be allowed Off Net Fwd to forward external incoming calls outside the system or otherwise establish a CO-to-CO connection.	3	0: Disable 1: Enable	Enable
DND ACCESS -- enables DND to be activated by the station.	4	0: Disable 1: Enable	Enable
INTRUSION ACCESS -- enables intrusion to gain access to an active call.	5	0: Disable 1: Enable	Disable
MOBILE EXT ACCESS -- enables mobile extension ability.	6	0: Disable 1: Enable	Enable
HOOK FLASH MODE -- determine the operation when SLT user press hook-flash button during conversation. 0. FLASH NORMAL: Hook Flash can be detected. In addition, it will be operated normal case flow. 1. FLASH IGNORE: Hook Flash cannot be detected. All of hook flash will be ignored at any time. 2. FLASH DROP: When Hook Flash is detected, the line will be disconnected. 3. HOLD RELEASE: Drop the holding line if system detects Hook Flash and then On-Hook during dialing state.	7	0: Flash Normal 1: Flash Ignore 2: Flash Drop 3: Hold Release	Flash Normal
AUTO PICKUP -- if a group member is ringing, another member of the Group can Pick-Up a call ringing at another member by simply going “Off-hook”.	8	0: Disable 1: Enable	Disable

Station Number Attributes III (PGM 133)

PGM 133	BTN	RANGE	DEFAULT
CO QUEUE ACCESS -- enable CO Queuing.	1	0: Disable 1: Enable	Enable
CONFERENCE ACCESS -- enable Conference call.	2	0: Disable 1: Enable	Enable
WAKE UP ACCESS -- enable Wake-up Alarm feature.	3	0: Disable 1: Enable	Enable
STN CALL BACK ACCESS -- enable call back feature when a called station is busy.	4	0: Disable 1: Enable	Enable
ACNR ACCESS -- enable ACNR feature.	5	0: Disable 1: Enable	Disable
ABSENCE NOTICE ACCESS -- enable Absence notice feature.	6	0: Disable 1: Enable	Enable
CALL WAIT ACCESS -- enable to leave a call wait when a called station does not answer or in DND state.	7	0: Disable 1: Enable	Enable
CAMP ON ACCESS -- enable camp-on feature.	8	0: Disable 1: Enable	Enable
VOICE OVER ACCESS -- enable voice over feature.	9	0: Disable 1: Enable	Disable
VOICE OVER REJECTION -- Enable rejetion authority about voice over feature.	10	0: Disable 1: Enable	Disable
PREPAID CALL USAGE -- enable prepaid call.	11	0: Disable 1: Enable	Disable
KEYPAD FACILITY USAGE -- enable keypad facility.	12	0: Disable 1: Enable	Disable

Station Number Attributes IV (PGM 134)

PGM 134	BTN	RANGE	DEFAULT
SPEED ACCESS -- gives station speed dial bins access authority.	1	0:Disable 1:Enable	Enable
PAGE ACCESS -- permits station to make page.	2	0:Disable 1:Enable	Enable
MEET ME ACCESS -- enables 'meet me' feature when there is a page.	3	0:Disable 1:Enable	Enable
CALL DURATION RESTRICT -- restricts CO Call Duration to station.	4	0:Disable 1:Enable	Disable
SLT BLOCK BACK CALL -- when an SLT extension attempts to transfer a CO call to a CO line it is blocked and the call is released.	5	0:Disable 1:Enable	Disable
PILOT HUNT RING -- permits station to receive pilot hunt ring.	6	0:Disable 1:Enable	Enable
ACR USER -- sets Anonymous Call Restrict service.	7	0:Off 1:On	Off
WAKE UP SET -- sets wake-up time.	8	HH:MM	-
WAKEUP REPEAT -- enables daily repeating alarm.	9	0:Off 1:On	Off
BRANCH/BRIDGE LINE -- set branch/bridge line feature. Branch: Conference call by pressing {DN} button in use. Bridge: Bridge call by pressing {DN} button in use. Bridge (Softphone): Auto bridge if Phontage/UC Client's IP bridge is enabled.	10	0:Off 1:On	Off
AUTO PRIVACY -- enables auto privacy feature (to restrict the intrusion/call-wait/camp-on/OHVA in busy station).	11	0:Off 1:On	Off
DID DISA RESTRICTION -- If set to ON, incoming DID or DISA ring to DN is restricted.	12	0:Off 1:On	Off

Station CLI Attributes (PGM 135)

PGM 135	BTN	RANGE	DEFAULT
CLIP DISPLAY -- Calling Line Identification Presentation (CLIP), an ISDN service, sends the number of the calling party to the system in the call SETUP message. If enabled, the number will be shown in the Digital phone LCD.	1	0:Off 1:On	On
COLP DISPLAY -- COLP (Connected Line Id Presentation), an ISDN service, sends the number of the answering party to the system in the call CONNECT message. If enabled, the number will be shown in the Digital Phone LCD.	2	0:Off 1:On	Off
CLI/REDIRECT -- When an incoming ISDN call is redirected, the call SETUP message will contain an original and redirected CLI. This selection determines if the Digital Phone will display the original or redirected CLI number.	3	0:CLI 1:Redirect	CLI
CLIR WHEN OUTGOING -- CLIR (Calling Line Identification Restriction) an ISDN service, removes calling party ID sent from the PSTN to the called party with a RESTRICT instruction in the SETUP message. If enabled here, the system will send the RESTRICT instruction to the PSTN when an outgoing ISDN call is placed.	4	0:Off 1:On	Off
COLR WHEN ANSWER -- COLR (Connected Line Id Restriction) an ISDN service, removes connected party ID sent from the PSTN to the calling party with a RESTRICT instruction in the CONNECT message. If enabled here, the system will send the restrict instruction to the PSTN when the station answers an ISDN call.	5	0:Off 1:On	Off
CLI NUMBER -- When not restricted (FLEX 4 & 5 above), this entry is added to the number sent in the ISDN call SETUP or CONNECT message in place of the station number.	6	24 digits	-
CFWD CLI/REDIRECT -- When an incoming ISDN call is forwarded by the ISDN, the call SETUP message will contain an original and redirected CLI. This selection determines if the Digital Phone will display the original or redirected number.	7	0:CLI 1:Redirect	CLI
IGNORE CALLER CLIR -- When receive a call with CLIR option, ignore the option and display CID.	8	0:Off 1:On	Off

PGM 135	BTN	RANGE	DEFAULT
MOBILE EXTENSION CLI -- When mobile extension makes a call, CLI is determined by this option. (0:Caller No, 1:Mobile Station No, 2:Caller No + Mobile Staton No).	9	0:Caller No 1:Mobile Sta No 2:Caller + Mobile Sta	Caller No
LONG CLI 1 -- If CLI type of outgoing CO line is set to 1, Long CLI 1 is sent.	10	24 digits	-
LONG CLI 2 -- If CLI type of outgoing CO line is set to 2, Long CLI 2 is sent.	11	24 digits	-
LONG CLI 3 -- If CLI type of outgoing CO line is set to 3, Long CLI 3 is sent.	12	24 digits	-
CLI NAME DISPLAY -- If this is set to ON, Name matched with CLI will be displayed This selection determines if the Digital Phone will display CLI name with CLI.	13	0:Off 1:On	Off
STA NO HIDDEN -- If this is set to ON, station number is not displayed at calling or called party LCD. This selection determines if the Digital Phone will display Station number	14	0:Off 1:On	Off
CALL TRANSFER CLI -- When a STA makes transfer call, call SETUP message will contain an transferor or transferred CLI	15	0:Transferor 1:Transferred	Transferor

Station Class of Service (PGM 137)

All stations are assigned a Class-of-Service (COS), which determines the ability of the user to dial certain types of calls. Separate COS assignments are made for Day, Night and Timed Mode system operation. Maximum level of COS privileges is 16 (0-15). These privileges are represented in Toll Exception Table (PGM CODE 250). By default, all stations are assigned with a Station COS of 1, no restrictions for all three modes.

The station COS interacts with the CO Line COS to establish overall dialing or Toll restrictions.

1. Press the [PGM] button and dial 137.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Press desired Flex button number (1-3).
   - Flex button 1: Day COS
   - Flex button 2: Night COS
   - Flex button 3: Timed COS
4. Use the dial pad to enter desired data for the Station COS, refer to the Restrictions Table below for each COS service.
5. Press the [SAVE] button to store the data entry.

PGM 137	BTN	RANGE	DEFAULT
DAY COS -- Station's COS in Day mode.	1	00-15	1
NIGHT COS -- Station's COS in Night mode.	2	00-15	1
TIMED COS -- Station's COS in Timed mode.	3	00-15	1

STATION COS	RESTRICTIONS
0	Intercom and Emergency number calls are allowed. Incoming and transferred calls are allowed.
1	No restrictions are placed on dialing.
2-15	Assignments in each Toll Exception Table are monitored for allow and deny numbers. - If a table has no entries, no restrictions are applied. - If there are only Deny entries, restrictions are provided as Deny only. - If there are only Allow entries, restrictions are provided as Allow only. - If there are both Allow and Deny entries, the Deny entries are searched. If the dialed number matches a Deny entry, the call is restricted; if no match is found the call is allowed.

Station Auto Attributes (PGM 138)

When a station goes to an off-hook condition (lifts handset or presses [SPEAKER] button), the system normally provides an intercom dial tone. In place of the dial tone, the station can be programmed to dial the preprogrammed (max 16) digits. This programmed digit id called Auto-Dial-Digit. If the Auto-Dial-Digit is configured and if no digit within 'auto dial pause time' is pressed, then the system dials the 'Auto-Dial-Digit' automatically.

1. Press the [PGM] button and dial 138.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Press desired Flex button number (1-2),
   - Flex 1: Auto Dial Digit
   - Flex 2: Auto Dial Pause Time
4. Use the dial pad to enter the desired auto dial digit. Max 16 digits available.
5. Use the dial pad to enter the auto dial pause time. 0 to 30 sec available
6. Press the [SAVE] button to store the data entry.

PGM 138	BTN	RANGE	DEFAULT
AUTO DIAL DGT -- Digits will be dialed automatically.	1	Max 16 digits	-
AUTO DIAL PAUSE TIME -- Auto dial pause time.	2	00-30	0

Station Preset Call Forward (PGM 142)

This assignment allows an external or internal call to initially ring at a station and forward to a pre-determined destination. Preset Call Forward can be assigned separately for Internal Unconditional, Internal Busy, Internal No Answer, External Unconditional, External Busy, External No Answer preset forwarding to any Station, Hunt group or External Telephone No.

1. Press the [PGM] button and dial 142.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Press Flex button number (1-6) for the desired type of forward,

   Flex 1: Internal Unconditional

   Flex 2: Internal Busy

   Flex 3: Internal No Answer

   Flex 4: External Unconditional

   Flex 5: External Busy

   Flex 6: External No Answer
4. Use the dial pad to enter the preset forward destination
5. Press the [SAVE] button to store the data entry.

PGM 142	BTN	RANGE	DEFAULT
INTERNAL UNCOND -- The unconditional preset forward destination of internal(intercom) call .	1	Max 32 digits	-
INTERNAL BUSY -- The busy preset forward destination of internal(intercom) call.	2	Max 32 digits	-
INTERNAL NO-ANSWER -- The no-answer preset forward destination of internal(intercom) .	3	Max 32 digits	-
EXTERNAL UNCOND -- The unconditional preset forward destination of external call.	4	Max 32 digits	-
EXTERNAL BUSY -- The busy preset forward destination of external call.	5	Max 32 digits	-
EXTERNAL NO-ANSWER -- The no-answer preset forward destination of external call.	6	Max 32 digits	-

Station Call Forward (PGM 143)

1. Press the [PGM] button and dial 143.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Press desired Flex button number (1-4),

   Flex 1: Forward Type

   Flex 2: Forward Number

   Flex 3: Forward Apply Time

   Flex 4: Call Forward No Answer Timer

   Flex 5: Forward Display
4. Use the dial pad to enter desired data for the Attribute, refer to the following Table.
5. Press the [SAVE] button to store the data entry.

PGM 143	BTN	RANGE	DEFAULT
FORWARD TYPE -- Specify call forward type .	1	0:Not Assigned 1:Unconditional 2:Busy 3:No Answer 4:Busy or No Answer	Not Assigned
FORWARD NUMBER -- Specify Call Forward Destination by entering dial digits.	2	Max 32 digits	-
FORWARD APPLY TIME -- Specify Call Forward Applying Time .	3	0:All 1:Day 2:Night 3:Timed	All
CFW NO ANS TMR -- Busy or No Answer - employs this 'CFW NO ANS TMR' timer. If the station does not respond during the 'CFW NO ANS TMR' timer. Call is forwarded to 'Call Forward Destination'.	4	0-600 secs	15 secs
FORWARD DISPLAY -- Enables the Forward Display Option to check forward information in idle state.	5	0:Off 1:On	On

Station VMIB Attribute (PGM 145)

The following features are designed to assist Station interaction with the VMIB.

1. Press the [PGM] button and dial 145.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Press the desired Flex button; refer to the following Table.
4. Use the dial pad to enter desired data for the attribute setting, refer to Table.
5. Press the [SAVE] button to store the data entry.

PGM 145	BTN	RANGE	DEFAULT
VMIB ACCESS -- Permits station access to VMIB.	1	0: Disable 1: Enable	Disable
PROMPT LANGUAGE INDEX -- Selected language type prompt is played to the user when accessing the VMIB.	2	1-3	1
AUTO-RECORD SERVICE -- Determines if user can record a conversation with another user (internal/external). It can be used without two-way record button.	3	0: Disable 1: Enable	Disable
TWO WAY RECORD ACCESS -- When allowed, the station can activate the Two-way record feature to record a conversation.	4	0:Disable 1:Enable	Disable
TWO-WAY RECORD DEVICE -- Determines the save location of Two-Way recorded wav files: VM Boards, or Phontage. When Phontage is selected, recorded wav files are saved on the hard disk of the Phontage program-installed PC.	5	-	VM Boards
REC-MSG BACKUP STA -- When station has new voice mail saved on the VM internal boards, this information is reported to the assigned Phontage number. Phontage user can backup saved voice mail from VM internal boards to the hard disk of the Phontage program-installed PC.	6	-	-
BACKUP MSG DELETE -- When enabled, Phontage user can delete all voice mail in VM internal boards.	7	0: Disable 1: Enable	Disable
VMIB MSG TYPE -- Messages stored in the VMIB may be retrieved in either a FIFO (first-in-first-out) or LIFO (last-in-first-out) order based on this entry.	8	0: LIFO 1: FIFO	LIFO
VMIB NEW MSG NO -- Display the number of new messages.	9	-	-
VMIB SAVE MSG NO -- Display the number of saved messages.	10	-	-

Station Mobile Phone Attribute (PGM 146)

A mobile phone can be used in conjunction with a Digital Phone. The Mobile phone can access system resources available to the user's wired phone and will receive incoming calls. The user may be allowed to enable up to 2 Mobile extensions. Mobile phones are registered to a station using mobile phone number and mobile phone's CLI.

1. Press the [PGM] button and dial 146.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Use the dial pad to enter mobile phone's index (1-2) which may be registered to a station.
4. Press desired Flex button number (1-3):
   - Flex 1: enable mobile extension ability
   - Flex 2: mobile extension number
   - Flex 3: mobile extension CLI
5. Use the dial pad 1 (ON) or 0 (OFF) to enable mobile extension ability
6. Use the dial pad to enter a mobile extension number
7. Use the dial pad to enter a mobile extension CLI
8. Press the [SAVE] button to store the data entry.

PGM 146	BTN	RANGE	DEFAULT
MOBILE EXT 1 ENABLE -- Enables mobile extension ability.	1	0: Off 1: On	Off
MOBILE EXT 1 NUMBER -- Mobile extension number.	2	Max 24 digits	-
MOBILE EXT 1 CLI -- Mobile extension CLI number.	3	Max 24 digits	-
MOBILE EXT 2 ENABLE -- Enables Second mobile extension ability.	4	0: Off 1: On	Off
MOBILE EXT 2 NUMBER -- Second Mobile extension number.	5	Max 24 digits	-
MOBILE EXT 2 CLI -- Second Mobile extension CLI number.	6	Max 24 digits	-
MOBILE SERVICE MODE -- Select Mobile Service Mode.	7	0: All Call 1: Service CLI Only	All Call
MOBILE SERVICE CLI 1 -- CLI 1 for Mobile Service.	8	Max 24 digits	-
MOBILE SERVICE CLI 2 -- CLI 2for Mobile Service.	9	Max 24 digits	-
MOBILE SERVICE CLI 3 -- CLI 3for Mobile Service.	10	Max 24 digits	-

PGM 146	BTN	RANGE	DEFAULT
MOBILE SERVICE CLI 4 -- CLI 4for Mobile Service.	11	Max 24 digits	-
MOBILE SERVICE CLI 5 -- CLI 5for Mobile Service.	12	Max 24 digits	-

CO/IP Group Access (PGM 150)

Stations can be allowed or denied access to CO Lines and IP Channels by group, refer to CO Line Attributes, PGM CODE 160, button 2/3. As a default, all stations are allowed access to CO/IP group 1.

1. Press the [PGM] button and dial 150.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Press desired Flex button number (1-3),

   Flex 1: to access for CO line 1 to 24

   Flex 2: to access for CO line 25 to 48

   Flex 3: to access for CO line 49 to 72
4. Press the desired Flex button to toggle CO/IP Group access, LED on: group access allowed, LED off: group access not allowed.
5. Press the [SAVE] button to store the data entry.

Internal Page Group Access (PGM 151)

Each Digital Phone can be enabled internal page group access, allowing Stations the ability to make announcements to each Internal Page Group.

1. Press the [PGM] button and dial 151.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. Press desired Flex button number (1-2),

   Flex 1: to access for page zone 1 to 24

   Flex 2: to access for page zone 25 to 30
4. Press the desired Flex button to toggle Internal Page Zone assignments.

   LED ON: station makes announcement.

   LED OFF: station does not make announcement.
5. Press the [SAVE] button to store the Page Zone data.

Command Group Access (PGM 152)

Each Digital Phone can be enabled for Command Group access. If enabled, a station can make a command conference call.

1. Press the [PGM] button and dial 152.
2. Use the dial pad to enter a station range (Ex. 100-110). For a single station, enter the same number twice.
3. The first 10 Flex button LEDs indicate assigned command call group. Press the desired Flex button to toggle command call group assignments

   LED ON: station use command call group

   LED OFF: station does not use command call group
4. Press the [SAVE] button to store the Command group data.

CO LINE DATA - PGM 160-181

CO Attribute I, II, III - PGM 160-162

CO Attributes define various characteristics of the CO lines under control of the system.

1. Press the [PGM] button and dial:

   160 for CO/IP Attributes I

   161 for CO/IP Attributes II

   162 for CO/IP Attributes III.
2. Use the dial pad to enter a CO Line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240.
3. Press Flex button to access desired menu. Refer to PGM 160-162 tables below for each attribute.
4. Use the dial pad to change the value.
5. Press the [SAVE] button to store the changed data.

CO Attributes I (PGM 160)

PGM 160	BTN	RANGE	DEFAULT
CO TYPE -- Displays physical line type of selected CO line.	1	Display Only	-
SVC TYPE -- Set CO line type as DID or Normal.	2	0: Normal 1: DID	Normal
OUTGOING GRP NO -- Set CO Group Number to apply to outgoing calls.	3	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
INCOMING GRP NO -- Set CO Group Number to apply to incoming calls.	4	01-72, none (MBX IP-300) 01-24, none (MBX IP-100)	01
TENANT NO -- Set Tenant group number to apply to CO lines.	5	1-9 (MBX IP-300) 1-3 (MBX IP-100)	1
DGT CONVERT TBL -- Set Digit Conversion Table index.	6	1-9	2
SIGNAL TYPE -- Set Answer Signal Type.	7	0: No Signal 1: Send Wink (IC) 2: Wait Seize Ack (OG) 3: Send Wink & Wait Sz Ack 4: Send & Wait Sans 5: Send Wink & Send Answer (IC) 6: Wait Ack & Send Answer (OG) 7: Send All & Wait All	No Signal
RLS TIMING -- If Release Timing is set to first release, CO line is released when one party release the call. If Caller or Called Release is set, CO line is released when caller or called party released the call.	8	0: First Release 1: Caller Release 2: Called Release	First RLS
INC/OUT MODE -- Each CO lines can be set to only incoming call is allowed or outgoing is allowed only.	9	0: Incoming Only 1: Outgoing Only 2: Allow Both	Both
DIALING TYPE -- Signal type can be selected; DTMF, Pulse, R2MFC.	10	0: DTMF 1: PULSE 2: R2	DTMF

PGM 160	BTN	RANGE	DEFAULT
CHARGE MODE -- If 'FREE', the external call though CO line is not printed/saved to SMDR even though SMDR is enabled. If 'REPORT', the external call though CO, line is included to SMDR according to the SMDR Attributes.	11	0: Free 1: Report	Report
METERING TYPE -- According to PSTN service type, metering type can be selected among 00-12 to manage call charge. 01-06 can be applied to LCO lines, 07-12 can be applied to ISDN lines.	12	00: None 01: 12KHz 02: 16KHz 03: 50KHz 04: SPR 05: PPR 06: NPR 07: AOC 0(Standard) 08: AOC 1 (Italy & Spain) 09: AOC 2 (Finland) 10: AOC 3 (Australia) 11: AOC 4 (Belgium) 12: AOC 5 (Netherlands)	None

CO Attributes II (PGM 161)

PGM 161	BTN	RANGE	DEFAULT
CO SERVICE MODE -- Determines if SIP/PRI, H.323/BRI or Qsig is selected for each VOIP(or ISDN) lines.	1	1: SIP/PRI 2: H.323 3: Qsig 4: T1 PRI 5: T1 Qsig	SIP/PRI
DROP TYPE -- LCO line drop type.	2	0:Loop 1:Polarity Reverse	Loop
FLASH TYPE -- LCO line Flash type.	3	0:Loop 1:Ground	Loop
FLASH TMR -- CO Flash Timer.	4	001-300	050
OPEN LOOP TMR -- Open Loop Timer.	5	00-20 (100ms base)	00

PGM 161	BTN	RANGE	DEFAULT
LINE LENGTH -- LCO line length.	6	0: 0km 1: 3km 2: 5km 3: 7km	0km
ZONE NO -- Zone number of CO lines.	7	1-9	1
PROMPT LANGUAGE -- VMIB Prompt Index.	8	1-3	1
GAIN TABLE IDX -- Determines Gain Table for CO line.	9	1-3	1

CO Attributes III (PGM 162)

PGM 162	BTN	RANGE	DEFAULT
CO ACCESS MODE -- CO lines can be set to blocked, or CO line or Dedicated line.	1	0: Blocked Line 1: Normal CO Line 2: Dedicated Line	Normal CO Line
DIGIT SENDING MODE -- CO lines can be set to send digit with overlap or enblock method.	2	0:Overlap 1:Enblock	Overlap
MAX DGT LEN -- Number of dialed digits can be limited.	3	00-32	32
OVERLAP MIN DGT LEN -- Number of minimum digits can be limited for overlap dialing.	4	00-32	00
CHECK PASSWORD -- Reserved for Password. Password can be requested when the CO line is seized.	5	0: Off 1: On	Off
R2 CONNECT MODE -- R2 line connection mode.	6	0: End-to End 1: Link-by-Link	End-to End
R2MFC BACKWARD VAL -- R2MFC Backward Value.	7	01-15	01
DUMMY DIAL TONE -- When CO line is seized, dummy dial tone can be provided for in case if PSTN does not provide it..	8	0: Off 1: On	Off
T1 NORMAL MODE -- Determines if Loop or Ground is selected for each T1 Digital lines.	9	0: Loop 1: Ground	Loop
T1 DID MODE -- Determines if IMM, Wink, Delay Wink is selected for each T1 DID lines	10	0: Immediate 1: Wink 2: Delay Wink	Wink

CO CID Attributes (PGM 163)

CID Attributes are assigned for Analog CO Line CID services.

1. Press the [PGM] button and dial 163.
2. Use the dial pad to enter a CO line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240
3. Press the desired Flex button; refer to Following Table
4. Use the dial pad to enter desired data for the Attribute.
5. Press the [SAVE] button to store the data entry.

PGM 163	BTN	RANGE	DEFAULT
CID MODE -- CID signal type can be assigned according to the CID type PSTN provides.	1	0: Disabled 1: FSK 2: DTAS FSK 3: DTMF 4: R-CID	Disabled
RCID DETECT -- Russia CID Detect Mode.	2	0: Local 1: All	All
RCID REQUEST -- Russia CID Request Mode.	3	0: User 1: Auto	Auto
RCID DGT NUMBER -- Russia CID Digit Number.	4	04-10	07
RCID NO ANS TMR -- Russia CID No-Answer Timer.	5	001-300	020
RCID REQ COUNT -- Russia CID Request Count.	6	1-3	1
RCID FIRST-D-- Russia CID First Delay Timer.	7	010-150 (10msec)	037
RCID REQ RETRY-D -- Russia CID Retry Timer.	8	10-30 (10msec)	10

CO Incoming Attribute I, II - PGM 165-166

CO Incoming Attributes define various characteristics of the CO lines under the control of the system when there is an incoming CO call.

1. Press the [PGM] button and dial 166.
2. Use the dial pad to enter a CO Line range. For a single CO Line, enter the same number twice (01-80 for MBX IP-100, 001-240 for MBX IP-300).
3. Press Flex button to access desired menu. Refer to the following Table for each attribute.
4. Use the dial pad to change the value.
5. Press the [SAVE] button to store the changed data.

CO Incoming Attributes I (PGM 165)

PGM 165	BTN	RANGE	DEFAULT
NAME -- incoming CO line name can be assigned.	1	Max 16 chars	-
SCREEN INDICATOR -- determines if screen indicator will be inserted in ISDN messages.	2	0: Off (user-provided, not screened) 1: On (user-provided, verified and passed)	Off
CALLING TYPE -- for Incoming calls on the ISDN Line, this parameter defines the "Type of Number Plan" provided in Connected Party Information Element of the ISDN call CONNECT message.	3	0: Unknown 1: International 2: National 3: Subscriber 4: Not Used	Subscriber
CALLING NUM PLAN -- select connected number plan of ISDN CONNECT message.	4	0: Unknown 1: I SDN/Telephony 2: Data 3: Telex 4: National 5: Private	Unknown
SEND PROGRESS IND -- if this feature is set to ALL, Progress Indicator is sent to the ISDN PSTN about All Message. If this feature is set to ALERTING, Progress Indicator is sent to the ISDN PSTN about Alerting Message.	5	0 : NO 1: ALL 2: ALERTING	NO
R2 ANI SVC REQ -- if this feature is set to ON to R2 line, system request ANI digits (CLI data) to the calling party.	6	0: Off 1: On	Off

PGM 165	BTN	RANGE	DEFAULT
ICLID SERVICE -- if this feature is set to ON, incoming call is routed according to ICLID Table(PGM 262)	7	0: Off 1: On	Off
OWN CODE TO TRANSIT CLI -- if this feature is set to ON, original caller's CLI is sent when there is transit call.	8	0: Off 1: On	Off
OWN CODE -- Own Code.	9	Max 16 digits	-
CLI PREFIX CODE -- prefix code is inserted ahead of received CLI data according to call type.	10	Max 2 digits	-
INTERNATIONAL CODE -- International Code is inserted ahead of received CLI data according to call type.	11	Max 4 digits	-
TRANSIT CLI 1 -- if Transit CLI type of outgoing CO line is set to 1, Transit CLI 1 is sent.	12	Max 24 digits	-
TRANSIT CLI 2 -- if Transit CLI type of outgoing CO line is set to 2, Transit CLI 2 is sent.	13	Max 24 digits	-
TRANSIT CLI 3 -- if Transit CLI type of outgoing CO line is set to 3, Transit CLI 3 is sent.	14	Max 24 digits	-
CLI CONV TABLE -- CLI Conversion Table index.	15	1-9	1
HOLIDAY RING INDEX -- if ring mode is holiday and this is assigned, an incoming call is routed to the destination of holiday alternative ring index.	16	01-80, Not Asg	none

CO Incoming Attributes II (PGM 166)

PGM 166	BTN	RANGE	DEFAULT
PROVIDE DIAL TONE -- If this feature is set to ON, dial tone is provided to networking CO.	1	0: Off 1: On	Off
BLF USAGE -- If this feature is set to ON, flex button LED will be flashing when CO line is programmed on the button.	2	0: Off 1: On	On
UNSUP CONF ENTEND -- If this feature is set to ON, unsupervised conference timer can be extended by dial feature code after warning tone is heard.	3	0: Disable 1: Enable	Disable
BLOCK IN CLRFWD TMR -- If this feature is set to ON, CO line is blocked after clear forward waiting time.	4	0: Off 1: On	Off

PGM 166	BTN	RANGE	DEFAULT
CPT DETECT -- If this feature is set to ON, Call processing tone is detected to disconnect LCO line.	5	0: Off 1: On	On
ANSWER WAITING CALL -- If this feature is set to ON, system sends answer when call is waited.	6	0: Off 1: On	Off
UNIVERSAL ANSWER -- If this feature is set to ON, any station to answer a call on the CO Line by dialing the Universal Answer feature code.	7	0: Off 1: On	Off
RLS GUARD TIME -- If CO release signaling is not completed successfully, CO line is disconnected when timer expires.	8	00-15 (sec)	01
UNSUP CONF TIMER -- When there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after timer expires. The warning tone is heard before the line is disconnected.	9	000-255 (min)	000
WAIT CLRFWD TIME -- Clear Forward Waiting Time.	10	001-300 (sec)	300
MAX RING TIME -- Max. Ring Time for when incoming CO calls are transferred/recalled.	11	015-300 (sec)	120
DISA SUPERVISION TMR -- DISA Supervision Timer.	12	1-9 (sec)	2
VMIB PLAY DELAY TMR -- Determines the amount of time paused before playing VMIB announcement.	13	0-9 (sec)	0
INCOMING TIME TABLE -- The time Table index to be applied to incoming CO Call.	14	1-9, none	none
CO DELAY ANSWER TMR -- For Incoming calls on the ISDN Line, this parameter defines the delay time between Alerting and Connect Message.	15	0-100 (100msec)	0
OFFNET FWD USAGE -- ISDN lines can be set to use Call Deflection/Call Rerouting service if PSTN supports these feature.	16	0:Join 1:Call Deflection 2:Call Rerouting	Join

CO Ring Assignment (PGM 167)

Each CO line is assigned to stations or a feature code for an incoming call (Ring). Separate ring assignments are made for Day, Night, and Timed Ring modes. The Ring signal can be set for immediate or delayed ringing allowing other stations to be assigned ringing and answered prior to a delayed station. If 'DISA Tone Service' feature code is assigned, DISA service is activated at the CO line.

1. Press the [PGM] button and dial 167.
2. Use the dial pad to enter a CO line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240
3. Select Day mode and press the desired Flex button; refer to the following Table.
4. Use the dial pad to enter desired data for the Attribute.
5. Press the [SAVE] button to store the data entered.

PGM 167	BTN	RANGE	DEFAULT
SERVICE TYPE -- If service type is set as 0 -2, ring option is applied to ring assigned stations. Otherwise, if service type is set to 3, feature code is activated on incoming call.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
FEATURE CODE -- If Service type is set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	2	Valid Feature Code (refer to PGM 115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	3	00-30	00
100 (0) -- Assigned station and delay value can be displayed. Volume Up/Down key is used to scroll data.	4	-	-
MEMBER ASSIGN -- To change station's ring assign status, enter desired station range. (Max 30 stations can be assigned)	5	Start Station & End Station	-
DELAY -- Enter delay value; if delay is 0, station will start to ring immediately. If delay value is deleted, the station will not ring. Otherwise if delay is 1-9, the station will start to ring after delay time(3 times of delay value)	5-1	0-9	Sta 100 (Port 0):delay 0 Others: not assigned

Incoming CO Normal/DISA Attributes (PGM 168)

If the CO line is set to Normal type, it can have normal CO Attributes including DISA service option.

1. Press the [PGM] button and dial 168.
2. Use the dial pad to enter a CO line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240
3. Select Day mode and Press the desired Flex button; refer to Following Table
4. Use the dial pad to enter desired data for the Attribute.
5. Press the [SAVE] button to store the data entry.

PGM 168	BTN	RANGE	DEFAULT
CO ACCESS FROM DISA -- If this feature is set to ON, CO to CO call can be made from DISA line.	1	0: Off 1: On	Off
DISA TO CO PASSWORD -- When making CO-to-CO call from DISA line, password can be requested.	2	0: Off 1: On	Off
DISA RETRY COUNT -- When DISA call is failed to route desired destination, the call can be retried as much as Retry Count.	3	1-9	3
PRESET FORWARD TIME -- If the CO is not answered in Preset Forward Time, it will be routed to assigned ring Table.	4	00-20 (sec)	00
PRESET FWD RING TEL -- Preset Forward ring Table index can be assigned. (Refer to PGM 181)	5	01-80	-

CO Incoming Alternate Destination (PGM 169)

When a DID or DISA is routed to an abnormal destination, the call can be rerouted to alternate destination. The destination is separately defined for Day/ Night/ Timed mode according to several conditions.

1. Press the [PGM] button and dial 169.
2. Use the dial pad to enter a CO line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240
3. Select Day mode and Dial Error Type; refer to Following Table.
4. Press the desired Flex button; refer to Following Table
5. Use the dial pad to enter desired data for the Attribute.
6. Press the [SAVE] button to store the data entered.

PGM 169	BTN	RANGE	DEFAULT
Incoming CO Alternataive DAY --	1	F1: Busy F2: No Answer F3: Invalid F4: Transfer No Answer F5: Recall No Answer F6: DND F7: Out Of Service F8: Error 1: Disconnect 2: Attendant 3: CO Ring 4: Alt Ring Table 5: Tone 6: Pilot HuntGroup	Disconnect 1 sec
NIGHT --	2		Disconnect 1 sec
TIMED --	3		Disconnect 1 sec

CO Outgoing Attributes I (PGM 170)

CO Outgoing Attributes define various characteristics of the CO lines under control of the system when there is an outgoing CO call.

1. Press the [PGM] button and dial:

   170 for CO Outgoing Attributes I

   171 for CO Outgoing Attributes II
2. Use the dial pad to enter a CO Line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240.
3. Press Flex button to access desired menu. Refer to the following Table for each attributes.
4. Use the dial pad to change the value.
5. Press the [SAVE] button to store the changed data.

PGM 170	BTN	RANGE	DEFAULT
SCREEN INDICATOR -- Determines if screen indicator is used in ISDN message.	1	0: Off (user-provided, not screened) 1: On (user-provided, verified and passed)	Off
SENDING CALLER NO -- Sending Caller number message of ISDN.	2	0: Off 1: On	On
CALLING TYPE -- For outgoing calls on the ISDN Line, this parameter defines the "Type of Number Plan" provided in Calling Party Information Element of the ISDN call SETUP message.	3	0: Unknown 1: International 2: National 3: Subscriber 4: Not Use	Subscriber
CALLING NUM PLAN -- Select Calling number plan of ISDN SETUP message.	4	0: Unknown 1: I SDN/Telephony 2: Data 3: Telex 4: National 5: Private	Unknown
CALLED NUM PLAN ID -- Select Called number plan of ISDN SETUP message.	5	0: Unknown 1: I SDN/Telephony 2: Data 3: Telex 4: National 5: Private	Unknown
BEARER CAPABILITY - Select Bearer Capability of ISDN SETUP message.	6	0: Speech 1: Unrestricted 2: Restricted 3: 3.1KHz Audio 4: 7KHz 5:Video	Speech
ISDN LINE TYPE -- The system will encode voice using the A-law or u-law PCM format and should be set to match the ISDN Back bone type.	7	0:A-law 1:U-law	A-law
SENDING COMPLETE IE -- If set, will send 'Sending Complete' IE to ISDN SETUP message.	8	0: Off 1: On	Off

PGM 170	BTN	RANGE	DEFAULT
MAKE TRANSIT CLI -- When no CLI is sent with a transit call, system will initiate a CLI to CO direct transit call.	9	0: Off 1: On	Off
OWN CODE TO TRANSIT CLI -- If this feature is set to ON and same feature of incoming CO attribute is also set to ON, then Own code of outgoing CO line is inserted to the CLI of transit CO call.	10	0: Off 1: On	Off
USE REPRESENTATIVE CLI -- If this feature is set to ON, representative CLI is used to every outgoing call of selected CO line.	11	0: Off 1: On	Off
REPRESENTATIVE CLI -- When 'Use Represent CID'(PGM170-F10) is set to ON, representative CLI is sent when making outgoing call regardless of other CLI attribute.	12	Max 16 digits	-
OWN CODE -- CO Own code can be inserted before station number when making outgoing call CLI.	13	Max 16 digits	-
CLI TYPE -- CLI type can be selected. If set to Long CLI, only selected long CLI data is used instead of normal CLI.	14	0:Normal 1:Long CLI (PGM 135-F10) 2:Long CLI (PGM 135-F11) 3:Long CLI (PGM 135-F12)	Normal
TRANSIT CLI TYPE -- Transit CLI type can be selected. If set to transit CLI, only selected transit CLI data is used instead of normal CLI.	15	0:Normal 1:CLI1 (PGM 165-F8) 2:CLI2 (PGM 165-F9) 3:CLI3 (PGM 165-F10)	Normal
CLI CONV. TABLE -- CLI Conversion Table index.	16	1-9, none	none
REDIRECTION NUMBER -- Redirection number.	17	0: Off 1: On	Off
ACNR EXTEND TIMER -- ACNR extend timer.	18	00-99	00

CO Outgoing Attributes II (PGM 171)

PGM 171	BTN	RANGE	DEFAULT
CPT DETECT -- If this feature is set to ON, CPT(Call Processing Tone) is detected and the line can be dropped.	1	0: Off 1: On	On
UNSUP CONF EXTEND -- If this feature is set to ON, Unsupervised Conf Timer can be extended by dialing feature code after warning tone is heard.	2	0: Off 1: On	Off
PROVIDE RING BACK TN -- If this feature is set to ON, dummy ring back tone is heard by system when CO line is seized.	3	0: Off 1: On	Off
BLF USAGE -- If this feature is set to ON, flex button LED will be flashing when CO line is programmed on the button.	4	0: Off 1: On	On
RLS GUARD TIMER -- If CO release signaling is not completed successfully, CO line is disconnected when the timer expires.	5	00-15	02
UNSUP CONF TIMER -- When there is conference call without supervisor, or there is any CO-to-CO call, the call is disconnected after the timer expires. The warning tone is heard before the line is disconnected.	6	000-255 (min)	000
MAX TRANSFER RING TIMER -- Max. Ring Time when outgoing CO is transferred/recalled.	7	001-300 (sec)	120
OUTGOING TIME TABLE -- The time Table index to be applied to outgoing CO Calls	8	1-9, none	none

CO Outgoing Alternate Destination (PGM 173)

Calls can be routed to an alternate destination that can be separately defined for Day/ Night/ Timed mode according to several conditions.

1. Press the [PGM] button and dial 173.
2. Use the dial pad to enter a CO line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable ra.nge is 01-80, for MBX IP-300, the acceptable range is 001-240
3. Select Day mode and Dial Error Type; refer to Following Table.
4. Press the desired Flex button; refer to Following Table.
5. Use the dial pad to enter desired data for the Attribute.
6. Press the [SAVE] button to store the data entry.

PGM 173	BTN	RANGE	DEFAULT
DAY ALT DEST -- Abnormal case can be selected as error type.	-	F1: Recall No Answer F2:Transfer No Answer F3: No Answer	-
NO ANSWER DISCONNECT-- The CO call is disconnected. Every destination is set to 'Disconnect' by default.	1	-	-
NO ANSWER ATTENDANT -- The CO call is routed to Attendant.	2	-	-
NO ANSWER CO RING ASSIGN -- The CO call is routed according to Ring Assign Table. (see PGM 167)	3	-	-
NO ANSWER ALT RING TBL -- If destination is set to Alt Ring Table and the Table index is assigned, the CO call is routed according to Alt Ring Table. (See PGM 181)	4	01-80	-
NO ANSWER TONE -- If destination is set to Tone, the Error / Busy tone is heard.	5	-	-
NO ANSWER PILOT HUNT GROUP -- The CO call is routed to Pilot Hunt Group of the original destination.	6	-	-
NO ANSWER RING -- The call is routed to the same destination again.	7	-	-
NO ANSWERThe CO call is routed to the transferred station again. Only possible for 'Transfer No Answer' case.	8	-	-

CO Outgoing Inter-Digit Timer (PGM 174)

When making an outgoing LCO call, the time limit to enter digits can be adjusted. After timeout, the voice path is automatically connected. This timer does not apply to digital CO lines.

1. Press the [PGM] button and dial 174.
2. Use the dial pad to enter a CO line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240.
3. Press the desired Flex button; refer to Following Table.
4. Use the dial pad to enter desired data for the Attribute.
5. Press the [SAVE] button to store the data entry.

PGM 174	BTN	RANGE	DEFAULT
SEIZE WAIT TIME -- wait time before first digit.	1	005-200 (100 msec)	020
FIRST DGT -- time limit between first digit and the next digit.	2	010-200 (100 msec)	100
SECOND DGT -- time limit between second digit and the next digit.	3	010-200 (100 msec)	080
THIRD DGT -- time limit between third digit and the next digit.	4	010-200 (100 msec)	070
FORTH DGT -- time limit between forth digit and the next digit.	5	010-200 (100 msec)	060
FIFTH DGT -- time limit between fifth digit and the next digit.	6	010-200 (100 msec)	050
MORE THAN 6TH -- time limit between digit and the next digit after the sixth digit.	7	010-200 (100 msec)	040

CO DTMF Sending Delay Timer (PGM 175)

When making outgoing CO calls, the time interval to send DTMF tones of each digit can be adjusted. This feature is useful for the Speed Dial or Redial feature.

1. Press the [PGM] button and dial 175.
2. Use the dial pad to enter a CO line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240.
3. Press the desired Flex button; refer to Following Table.
4. Use the dial pad to enter desired data for the Attribute.
5. Press the [SAVE] button to store the data entry.

PGM 175	BTN	RANGE	DEFAULT
FIRST DTMF DELAY -- delay time before sending first digit	1	00-90 (100 msec)	05
SECOND DTMF DELAY -- delay time before sending next digit after sending first digit DTMF tone.	2	00-90 (100 msec)	02
THIRD DTMF DELAY -- delay time before sending next digit after sending second digit DTMF tone.	3	00-90 (100 msec)	02
FORTH DTMF DELAY -- delay time before sending next digit after sending third digit DTMF tone.	4	00-90 (100 msec)	02
FIFTH DTMF DELAY -- delay time before sending next digit after sending forth digit DTMF tone.	5	00-90 (100 msec)	02
SIXTH DTMF DELAY -- delay time before sending next digit after sending fifth digit DTMF tone.	6	00-90 (100 msec)	02
MORE THAN 7 -- delay time before sending next digit after sending sixth digit DTMF tone.	7	00-90 (100 msec)	02

CO COS Assignment (PGM 177)

Every CO line has its own COS and the toll of assigned COS is applied to the CO call (refer to Toll Table, PGM 250).

1. Press the [PGM] button and dial 177
2. Use the dial pad to enter a CO line range. For a single CO Line, enter the same number twice. For MBX IP-100, acceptable range is 01-80, for MBX IP-300, the acceptable range is 001-240
3. After select desired day mode, use the dial pad to assign COS Table bin number
4. Press the [SAVE] button to store the data entry.

PGM 177	BTN	RANGE	DEFAULT
DAY COS -- CO COS in Day mode.	1	00-15	0
DAY COS -- CO COS in Night mode.	2	00-15	0
DAY COS -- CO COS in Timed mode.	3	00-15	0

CO to CO Transfer Attributes (PGM 179)

When there is CO transit call, transfer options can be set separately to each CO groups.

1. Press the [PGM] button and dial 179
2. Use the dial pad to enter the 1st CO Group Number. Available CO Group number is 01-72 in MBX IP-300, 01-24 in MBX IP-100 system.
3. Use the dial pad to enter the 2nd CO Group Number. Available CO Group number is 01-72 in MBX IP-300, 01-24 in MBX IP-100 system.
4. Press the desired Flex button; refer to Following Table
5. Use the dial pad to enter desired data for the Attribute.
6. Press the [SAVE] button to store the data entry.

PGM 179	BTN	RANGE	DEFAULT
STATION OUTGOING CALL TRANSFER -- while stations are connected to outgoing CO call of first CO Group, the station can transfer the call to second CO group.	1	0: Off 1: On	On
OUTGOING CALL TRANSFER -- while ATD is connected to outgoing CO call of first CO Group, the ATD can transfer the call to second CO group.	2	0: Off 1: On	On

PGM 179	BTN	RANGE	DEFAULT
OUTGOING CALL TRANSFER RELEASE TYPE -- if outgoing CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	3	0: None 1: Release after Release Timer	None
OUTGOING CALL TRANSFER RELEASE TIME -- if an outgoing CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnecting, a warning tone is provided.	4	000-300 (sec)	060
INCOMING CALL TRANSFER DIRECTLY -- if this feature is set to ON, CO incoming call can be transferred directly without any stations or ATD to transfer the call.	5	0: Off 1: On	Off
STATION INCOMING CALL TRANSFER -- while stations are connected to incoming CO call of first CO Group, the station can transfer the call to second CO group.	6	0: Off 1: On	On
ATD INCOMING CALL TRANSFER -- while ATD is connected to incoming CO call of first CO Group, the ATD can transfer the call to second CO group.	7	0: Off 1: On	On
INCOMING CALL TRANSFER RELEASE TYPE -- If incoming CO call can be transferred to other CO call, release type can be set. If set to None, it is not disconnected.	8	0: None 1: Release after Release Timer	None
INCOMING CALL TRANSFER RELEASE TIME -- If an incoming CO call is transferred to CO call and CO - to - CO call is started, the call is disconnected after release time, when release type is set to 'Rls after Rls Time'. Before disconnected, warning tone is provided.	9	000-300 (sec)	060

CO Group Access Code Attribute (PGM 180)

Each CO Group Access Code allows user to access the CO group using different codes and different options.

1. Press the [PGM] button and dial 180
2. Use the dial pad to enter CO Grp Access Code. Access code can be edited in Numbering Plan (PGM 113)
3. Press the desired Flex button; refer to the following Table.
4. Use the dial pad to enter desired data for the Attribute.
5. Press the [SAVE] button to store the data entry.

PGM 180	BTN	RANGE	DEFAULT
ACCESS CODE NAME -- When a CO Grp Access code is dialed or Flex Button is pressed; name is displayed on the station's LCD.	1	Max 16 chars	-
CO LINE CHOICE -- Decide to select to CO line priority to seize. NOTE: When Outgoing Group Number is not assigned, this option is not applied.	2	0: Round Robin 1: Last Line 2: First Line	Last Line
OUTGOING GRP NO -- Determines the CO Group number used to seize. NOTE: If not assigned, the access code is used as LOOP key.	3	01-72 (MBX IP-300) 01-24 (MBX IP-100)	Not assigned to the first access code. 01-72 (MBX IP-300) 01-24 (MBX IP-100) is assigned sequentially from the second access code
AND DGT -- Automatic Network Dialing (AND) digit is sent after CO line seized. This feature allows user to initiate CO calls only by dialing CO Group Access Code.	4	Max 10 digits	-
ARS SERVICE -- If Alternate Route Selection (ARS) is set, ARS digit is dialed instead of CO Group Access code when there is no available path.	5	0: Off 1: On	Off
ARS DGT 1 -- Alternate CO Group Access code to be used when original CO Group Access code failed to find available CO line.	6	Max 8 digits	-
ARS 1 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	7	0: Off 1: On	Off
ARS DGT 2 -- Second alternate CO Group Access code to be used when original CO Group Access code and first ARS code failed to find available CO line.	8	Max 8 digits	-
ARS 2 OGR DGT -- When alternate CO Group Access code is used, this field defines if original digits or converted digits are used.	9	0: Off 1: On	Off

Alternate Ring Assignment (PGM 181)

The Supplementary Ring Assignment Table, is used for programming alternate ring destinations which can be stations or any feature code (stations do not have a delay value).

1. Press the [PGM] button and dial 181.
2. Enter Table index.
3. Press the desired Flex button; refer to Following Table
4. Use the dial pad to enter desired data for the Attribute.
5. Press the [SAVE] button to store the data entry.

PGM 181	BTN	RANGE	DEFAULT
SERVICE TYPE -- If set as 0-2, ring option is applied to ring assigned stations. Otherwise, if set to 3, feature code is activated for incoming calls.	1	0: All Ring 1: First Idle 2: Circular 3: Feature Code	All Ring
CO RING ASSIGN -- Destination stations can be edited using a range or one by one. If press Flex 1-4 and then dial station range (up to 30 stations) or edit one station number.	2	(00-30) or one station number	-
FEATURE CODE -- If set to Feature Code and valid feature code is assigned, then assigned feature is activated when there is an incoming call. NOTE: Feature Code is not applied to rerouted calls.	3	Valid Feature Code (Refer to PGM115)	-
FEATURE DELAY -- If Service type is set to Feature code, it can be delayed.	4	00-30 (secs)	00

SYSTEM GROUP DATA - PGM 200-215

Stations can be grouped for call routing, dialing, call pick-up, or various purposes.

The following groups can be defined:

- Station Group: Terminal / Circular / Ring / Longest Idle / VM
- Pick Up Group
- Paging Group
- Command call Group
- PTT Group
- Interphone Group
- Pilot Hunt Group

Station Group (PGM 200)

Stations can be grouped so that incoming calls will search (hunt) for an idle station in the group. The system allows assignment of three hunt processes, Terminal, Circular, Ring, Longest Idle and VM.

Station Group Capacities:

ITEM	MBX IP 100	MBX IP 300
Number of Groups	20	50
Members in a Group	50	50

Certain types of groups can incorporate announcements, which are given to the calling party. The system VMIB can store up to seventy (70) announcements for use with Station Groups.

NOTE: A station can belong to multiple groups.

Under Station Group Assignments the type, members and Pick-Up attribute are assigned to the Station Group. Refer to the following tables for a description of the functions, the LCD displays and data entries required.

1. Press the [PGM] button and dial 200.
2. Use the dial pad to enter the desired Station Group number (620-639 for the MBX IP 100 and 620-669 for MBX IP 300).
3. Press the Flex button for the desired setting; refer to the following Table.
4. Use the dial pad to enter the desired Station Group data.

NOTE: For group members, enter a station or station range. For an individual station press the desired Flex button for the position of the station in the group and dial the station number. For a range, enter the first and last station number in the range.

5. Press the [SAVE] button to store the data entry.

PGM 200	BTN	RANGE	DEFAULT
GROUP TYPE -- this entry defines the type of station group.	1	0:Not Assign 1: Terminal 2: Circular 3: Ring 4: Longest Idle 5: Voice Mail	Not Assign
GROUP NAME -- this entry defines the name of a group.	2	Max 16 chars	-

PGM 200	BTN	RANGE	DEFAULT
TENANT NO -- this entry assigns a tenant of a station group.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE IDX -- Time Table index,	4	1-9	1
PICKUP OPTION -- stations can pickup group calls ringing at other stations in the group.	5	0: Disable 1: All Call 2: Intercom 3: External	Disable
MEMBER ASSIGN -- this entry assigns stations as members of a station group.	6	-	-

Station Group Greeting/Queuing Attributes (PGM 201)

Each type of group has a different set of available attributes relating to the greeting and queuing announcements, time. Refer to the table below for the descriptions of the attributes, LCD displays and data entries required.

1. Press the [PGM] button and dial 201.
2. Use the dial pad to enter the desired Station Group number (620-639 for the MBX IP 100 and 620-669 for MBX IP 300).
3. Press the Flex button for the desired attribute; refer to the following Table.
4. Use the dial pad to enter the desired Group Attributes data, refer to the following Table.

PGM 201	BTN	RANGE	DEFAULT
GREETING TYPE -- this entry defines the type of greeting tone.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	1
GREETING PLAY -- this entry defines greeting play time.	2	000-180 (secs)	000

PGM 201	BTN	RANGE	DEFAULT
GREETING TONE NO -- This entry defines greeting tone number in case greeting type is normal.	3	01-19	Not Assigned
GREETING PRT/ANNC -- This entry defines greeting prompt / annc. Number in case greeting type is PROMPT/ANNC.	4	001-255	Not Assigned
GREETING REPEAT NO -- This entry defines greeting repeat number.	5	000-100	3
GREETING RPT DELAY -- This entry defines the pause timer before greeting repeat.	6	000-100 (secs)	0
QUEUING TYPE -- This entry defines the type of queuing tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	3
QUEUING TIMER -- This entry defines the timer for queuing forward or second queuing announcement.	8	000-300 (secs)	30
QUEUING TONE NO -- This entry defines queuing tone number in case queuing type is normal.	9	01-19	Not Assigned
QUEUING PRT/ANNC -- This entry defines queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	10	001-255	Not Assigned
QUEUING REPEAT NO -- This entry defines queuing repeat number.	11	000-100	3
QUEUING RPT DELAY -- This entry defines the pause timer before queuing repeat.	12	000-100 (secs)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0
MOH FOR ANNC. -- This entry defines MOH option during queuing annc. Pause time.	14	01-12	none

PGM 201	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	15	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
SECOND Q. TIMER -- This entry defines the timer for forward destination.	16	000-300 (secs)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	17	01-19	Not Assigned
SECOND PRT/ANNC -- This entry defines second queuing prompt / annc. Number in case queuing type is PROMPT/ANNC.	18	001-255	Not Assigned
SECOND REPEAT NO -- This entry defines second queuing repeat number.	19	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	20	000-100 (secs)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	21	0-1	0
MOH FOR ANNC, -- This entry defines MOH option during second queuing annc. Pause time.	22	01-12	none

Station Group Attributes (PGM 202)

Each type of group has available attributes relating to announcements, timers, forward, etc. The fpllowing table provides descriptions for the attributes and the data entries required.

1. Press the [PGM] button and dial 202.
2. Use the dial pad to enter the desired Station Group number (620-639 for the MBX IP 100 and 620-669 for MBX IP 300).
3. Press the Flex button for the desired attribute; refer to the following Table
4. Use the dial pad to enter the desired Group Attributes data, refer to the following Table.
5. Press the [SAVE] button to store the data entry.

PGM 202	BTN	RANGE	DEFAULT
CALL IN GREETING -- This entry defines if a call is routed to a destination during greeting tone is played.	1	0: After Greeting 1. In Greeting	After Greeting
MAX QUEUE COUNT -- This entry defines queue count.	2	00-99	00
FORWARD TYPE -- This entry defines forward type. 0. Not used 1. Unconditional: a call is routed to a forward destination unconditionally. 2. Queuing overflow: a call is routed to a forward destination when a queue is overflow. 3.Tmeout: a call is routed to a forward destination when a timeout timer is expired. 4. All: a call is routed to a forward destination when a queue is overflow or Timeout timer is expired.	3	0: 1: Uncond 2: Q Overflow 3: Time out 4: All	Not Used
APPLY TIME TYPE -- This entry defines a time to apply forward type.	4	0: ALL 1: DAY 2: NIGHT 3: TIMED	ALL
FWD DESTINATION -- This entry defines a forward destination. (Trunk access code should be included).	5	Max 16 digits	None
WRAP UP TMR -- This entry defines a wrap up timer. A member is available when this timer is expired after a member goes to idle.	6	000-600	010
MEMBER NO ANS TMR -- This entry defines no answer timer about each member. If this timer is expired, a call is routed to the next member.	7	05-60	15

PGM 202	BTN	RANGE	DEFAULT
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer is expired, a call is routed to the forward destination according to forward type.	8	0-180	0
PROVIDE ANNC.-- This entry defines if system answer the call when a greeting or queuing announcement is provided	9	0: With Answer 1: W/o Answer	With Answer

Voice Mail Group Attributes (PGM 203)

Voice Mail group has available attributes relating to dialing service as put mail, get mail, etc. The following table provides descriptions for the attributes and data entries required.

1. Press the [PGM] button and dial 203.
2. Use the dial pad to enter the desired Station Group number (620-639 for the MBX IP 100 and 620-669 for MBX IP 300).
3. Press the Flex button for the desired attribute; refer to the following Table.
4. Use the dial pad to enter the desired Group Attributes data, refer to the following Table.
5. Press the [SAVE] button to store the data entry.

PGM 203	BTN	RANGE	DEFAULT
VM PUT MAIL INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Put Mail" dial code.	1	1-9	1
VM GET MAIL INDEX --For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Get Mail" dial code.	2	1-9	2
VM BUSY INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Busy" dial code.	3	1-9	3
VM NO ANSWER INDEX -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "No answer" dial code.	4	1-9	4
VM DISCONNECT -- For external analog Voice Mail groups, an index to the Voice Mail Dial Table, which contains the "Disconnect" dial code.	5	1-9	9
SMDI TYPE -- This entry defines SMDI Type.	6	0: Type 1 1: Type 2	Type 1
SMDI CLI INFO -- This entry defines SMDI CLI Information. If this is enable, system sends SMDI with CLI.	7	0: Off 1: On	Off

Pick Up Group (PGM 204)

Members are assigned to Station Pick-Up Groups (refer to programming table below for a description of the functions and data entries required).

Station Pick-up Group Capacities

ITEM	MBX IP 100	MBX IP 300
Number of Groups	50	100
Members in a Group	50	50

1. Press the [PGM] button and dial 204.
2. Use the dial pad to enter the desired Pickup Group (01-50 for the MBX IP 100 and 001-100 for the MBX IP 300). The system will display the attribute of pickup group.
3. NOTE: for group members, enter a station or station range. For an individual station press the desired Flex button for the position of the station in the group and dial the station number. For a range, enter the first and last station number in the range
4. Press the [SAVE] button to store the data entry.

PGM 204	BTN	RANGE	DEFAULT
PICK UP CONDITION -- this entry defines pick up condition. (All/Internal/External)	1	0: All Call 1: Int Call 2: Ext Call	All Call
PICK UP MEMBER ASG -- assigns stations as members of a station pickup group.	2	-	-

Page Group (PGM 205)

Under Page Group Assignments members are assigned to the Page Group (refer to the programming table below for a description of the functions and data entries required).

Page Group Capacities

ITEM	MBX IP 100	MBX IP 300
Number of Groups	15	30
Members in a Group	50	50

1. Press the [PGM] button and dial 205.
2. Use the dial pad to enter the desired Page Group (01-15 for the MBX IP 100 and 01-30 for the MBX IP 300). The system will display the member of Page group.

NOTE: For group members, enter a station or station range. For an individual station press the desired Flex button for the position of the station in the group and dial the station number. For a range, enter the first and last station number in the range

3. Press the [SAVE] button to store the data entry.

PGM 205	BTN	RANGE	DEFAULT
PAGE MEMBER ASG -- assign stations as members of a Page group.	-	-	-

Command Call Group (PGM 206)

Stations and external contacts can be arranged in groups so that a user may create a conference with all members of the group via a single call. Member assignment is only available using the Web admin (refer to the following table and the data entries required, as well as the MBX IP Web Admin Manual).

Command Call Group Capacities

ITEM	MBX IP 100	MBX IP 300
Number of Groups	10	10
Members in a Group	12	12

1. Press the [PGM] button and dial 206.
2. Use the dial pad to enter the desired Command Call group (01-10 for the MBX IP 100 and MBX IP 300). The system will display the attribute of Command Call group.

NOTE: For group members, only available using Web Admin.

3. Press the [SAVE] button to store the data entry.

PGM 206	BTN	RANGE	DEFAULT
ON HOOK SERVICE -- on hoDetermines the On Hook Service; if On Hook Allow is set, the system allows ON HOOK service. When Recall is selected, system will RECALL when user Station is on-hook.	1	0: On Hook Allow 1: Recall	On Hook Allow
ONE WAY BUSY -- Determines the handling of One Way Busy calls.	2	0: Busy 1: Reqest Queuing 2: Recover Call	Busy
BOTH WAY BUSY -- Determines the handling of Both Way Busy calls	3	0: Busy 1: Reqest Queuing 2: Recover Call	Busy

PTT Group (PGM 208)

Each Phone can be assigned as a member of one or more Push-To-Talk groups. The PTT Group capacities for the MBX IP system are shown in the table below.

PTT Group Capacities

ITEM	MBX IP 100	MBX IP 300
Number of Groups	10	10
Members in a Group	50	50

1. Press the [PGM] button and dial 208.
2. Use the dial pad to enter the desired Page Group (0-9 for the MBX IP 100 and the MBX IP 300). The system will display the member of PTT group.

NOTE: For group members, enter a station or station range. For an individual station press the desired Flex button for the position of the station in the group and dial the station number. For a range, enter the first and last station number in the range

3. Press the [SAVE] button to store the data entry.

PGM 208	BTN	RANGE	DEFAULT
PTT MEMBER ASG -- this entry assigns stations as members of a PTT group.	1	-	-

Interphone Group (PGM 209)

To call the stations using only one or two digits, some stations can be gathered to the same 'Interphone Group' (refer to PGM 209 for a description of the functions and data entries required).

Interphone Group Capacities

ITEM	MBX IP 100	MBX IP 300
Number of Groups	10	10
Members in a Group	10	10

1. Press the [PGM] button and dial 209.
2. Use the dial pad to enter the desired Interphone Group. The system will display the attribute of pickup group.

NOTE: For group members, enter a station number for each bin index

3. Press the [SAVE] button to store the data entry.

PGM 209	BTN	RANGE	DEFAULT
DGT DESTINATION -- this entry defines the digit destination of Interphone group.	1	Station Number	-

Pilot Hunt Group (PGM 210)

Under Pilot Hunt Group Assignments, members are assigned to the Pilot Hunt Group. Refer to the PGM 210 table below for a description of the functions and data entries required.

Pilot Hunt Group Capacities

ITEM	MBX IP 100	MBX IP 300
Number of Groups	20	50
Members in a Group	20	20

1. Press the [PGM] button and dial 210.
2. Use the dial pad to enter the desired Pickup Group (01-20 for the MBX IP 100 and 01-50 for the MBX IP 300). The system will display the attribute of Pilot Hunt group.

NOTE: For group members, enter a station or station range. For an individual station press the desired Flex button for the position of the station in the group and dial the station number. For a range, enter the first and last station number in the range

3. Press the [SAVE] button to store the data entry.

PGM 210	BTN	RANGE	DEFAULT
CONDITION -- Determines call coverage condition for Pilot Hunt group.	1	0: ALL 1: Intercom 2: External	All
SERVICE TYPE -- This entry defines Service Type. (Terminal/Circular)	2	0: Terminal 1: Circular	Terminal
TIME TABLE INDEX -- Time Table index.	3	1-9	1
MEMBER ASG --Assigns stations as members of a Pilot Hunt group.	4	-	-

Pilot Hunt Group Forward Attribute (PGM 211)

Each Pilot Hunt group has available attributes relating to forward; the following table provides descriptions for the attributes and the data entries required.

1. Press the [PGM] button and dial 211.
2. Use the dial pad to enter the desired Pickup Group (01-20 for the MBX IP 100 and 01-50 for the MBX IP 300). The system will display the attribute of Pilot Hunt group.
3. Press the desired Flex button.
4. Press the [SAVE] button to store the data entry.

PGM 211	BTN	RANGE	DEFAULT
DAY FORWARD TYPE -- determines Day time seting for Call Forward type.	1	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
DAY FORWARD DESTINATION -- determines Day time seting for Forward destination.	2	Max. 8 digits	-

PGM 211	BTN	RANGE	DEFAULT
NIGHT FORWARD TYPE -- determines the Night time seting for Call Forward type.	3	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
NIGHT FORWARD DESTINATION -- determines the Night time seting for Forward destination.	4	Max. 8 digits	-
TIMED FORWARD TYPE -- determines the Timed seting for Forward type.	5	0: Not Used 1: Uncond 2: Busy 3: No Ans 4: Busy/ No Ans	Not Used
TIMED FWD DESTINATION -- determines the Timed seting for Forward destination.	6	Max. 8 digits	-

ACD Group (PGM 212)

Stations can be grouped so that incoming calls or internal calls will search (ACD) for an idle station in the group. ACD (Auto Call Distribution) service is to distribute ACD call efficiently to agent. Each agent can set own specific state and make ready for gat the ACD call. Also supervisor can make ACD group state.

ACD Group Capacities

Items	MBX IP 100	MBX IP 300
ACD Group Number	20	50
Supervisor Number	1	1
Sub-Supervisor Number	3	3
Agent Number	50	50
Max Queue Number	99	99
Max Queue Announcement Step	5	5
ACD Agent Priority	20 (1-20)	20 (1-20)

1. Press the [PGM] button and dial 212.
2. Use the dial pad to enter the desired ACD Group number (600-619 for the MBX IP 100 and MBX IP 300).
3. Press the Flex button for the desired setting; refer to the following table
4. Use the dial pad to enter the desired ACD Group data.

   Note for group members, enter a station or station range. For an individual station press the desired Flex button for the position of the station in the group and dial the station number. For a range, enter the first and last station number in the range.
5. Press the [SAVE] button to store the data entry

PGM 212	BTN	RANGE	DEFAULT
GROUP NAME -- ACD Group Name.	1	Start ACD Group Number & End ACD Group Number	-
SERVICE MODE -- ACD Group Status.	2	0: Normal 1: Group Forward 2: Overflow 3: Night 4: Holiday 5: Not Service	Normal
TENANT NO -- ACD Tenant Number.	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
TIME TABLE INDEX -- ACD Group Time Table.	4	1-9	1
AUTO MODE -- ACD Group Status changed according to System Time Table Index.	5	0: Not Use 1: Night Auto 2: Holiday Auto 3: Night/Holiday Auto	Not Use
SUPERVISOR NUM -- ACD Group Supervisor assign.	6	-	-
MEMBER ASSIGN -- ACD Group Agent assign.	7	-	-

ACD Group Attribute I (PGM 213)

Stations can be grouped so that incoming calls or internal calls will search (ACD) for an idle station in the group. ACD (Auto Call Distribution) service is to distribute ACD call efficiently to agent. Each agent can set own specific state and make ready for gat the ACD call. Also supervisor can make ACD group state

1. Press the [PGM] button and dial 213.
2. Use the dial pad to enter the desired ACD Group number (600-619 for the MBX IP 100 and MBX IP 300).
3. Press the Flex button for the desired setting; refer to the following table
4. Use the dial pad to enter the desired ACD Group data.
5. Press the [SAVE] button to store the data entry

PGM 213	BTN	RANGE	DEFAULT
SUB-SUP ASSIGN -- This entry assigns Sub-Supervisor in ACD Group.	1	-	-
GROUP FWD DEST -- When ACD Group status is Group Forward Status, all of ACD call will be forwarded to this entry assigned destination.	2	-	-
NIGHT SERVICE -- -- This entry defines how to reroute ACD call when group status is Night Status.	3	0: Release 1: Announcement 2: Forward	Release
NIGHT FWD DEST -- When Night Service type is Forward, applied destination can be assigned.	4	-	-
HOLIDAY SERVICE -- This entry defines how to reroute ACD call when group status is Holiday Status.	5	0: Release 1: Announcement. 2: Forward	Release
HOLIDAY FWD DEST -- When Holiday Service type is Forward, applied destination can be assigned.	6	-	-
OVERFLOW SERVICE -- This entry defines how to reroute ACD call when group status is Overflow Status.	7	0: Release 1: Announcement 2: Forward	Release
OVERFLOW FWD DEST -- When Overflow Service type is Forward, applied destination can be assigned.	8	-	-
MAX QUEUING COUNT -- This entry defines MAX queuing call count. If queuing ACD Call count is over the max q-count, ACD group state will be changed to Overflow Status.	9	00-99	10

PGM 213	BTN	RANGE	DEFAULT
QUEUING ANNC STEP -- This entry defines queuing announcement play service step. One ACD Group can have max 5 announcements for queuing ACD Call.	10	1-5	1
REPEAT COUNT -- This entry defines total queuing announcement repeat service count. If this entry is defines as One or More Times service, Queuing Announcement will be played from 1st to defined Step. And then from Repeat Position Queuing Announcement will be restarted to defined step until Repeat Count.	11	0:No Repeat 1:One Time 2:Three Times 3:Five Times 4:Ten Times 5:Twenty Times	No Repeat
REPEAT POSITION -- This entry defines Repeat Announcement Start Position.	12	1-5	1
FWD AFTER QUEUING -- This entry defines reroute usage after queuing time over.	13	0: Off 1: On	Off
Q-FWD DEST -- Reroute destination after queuing time over.	14	-	-
AGENT NO-ANS OPTION -- This entry defines no-answer Agent No-Answer case about ACD-call. 1 Not use 2 Forward: call will be forwarded to defined destination 3 DND: Agent state will be changed automatically to DND state. 4 DND & Forward: Agent state will be change to DND state, and ACD call will be forwarded to defined destination	15	0: Not use 1: Forward 2: DND state 3: DND & Forward	Not use
AGENT NO-ANS DEST -- When Agent No-Answer option is Forward, applied destination can be assigned.	16	-	-

ACD Group Attribute II (PGM 214)

PGM 214	BTN	RANGE	DEFAULT
SUPERVISOR PSWD CHECK -- This entry defines check the supervisor password when supervisor change group status.	1	0:Off 1:On	0:Off
AGENT-AGENT CALL -- This entry defines agent to agent call restriction.	2	0:Allow 1:Direct call 2:Forward call	0:Allow
WORK MODE TIMER -- This entry defines wrap up timer of Agent Work State.	3	001-240	60
AUTO-WORK MODE OPTION -- This entry defines when change the agent work state. (It is applied, when only agent has auto-work option). 1 CALL: after conversation, agent state will be changed to work state. 2 CALL, RING: after conversation or after ringing, agent state will be changed to work state. 3 CALL, OG: after conversation or after make outgoing call, agent state will be changed to work state. 4 CALL, RING, OG: after conversation or after ringing or after make outgoing call, agent state will be changed to work state.	4	0:Call 1:Call, Ring 2:Call OG 3:Call, Ring. OG	0:Call
ANNOUNCEMENT USE -- This entry defines usage of Announcement when agent answer incoming ACD Call.	5	0:Off 1:On	0:Off
GROUP Q-CNT DISPLAY -- This entry defines display of Queuing count of ACD call.	6	0:Off 1:On	0:Off
Q-CNT INTERVAL -- This entry defines display interval seconds of Queuing count of ACD call.	7	0:Real Time 1:10sec 2:20sec 3:30sec 4:40sec 5:50sec 6:60sec	0:Real Time
LOGIN PASSWD CHECK -- This entry defines check the password when agent log-in.	8	0:Off 1:On	0:Off

PGM 214	BTN	RANGE	DEFAULT
LOGIN AGENT STATE -- This entry defines usage of default Agent State option when agent log-in.	9	0:Ready state 1:DND state 2:Work state	0:Ready state
LOGIN AUTO ANSWER -- This entry defines usage of Agent Auto Answer option when agent log-in.	10	0:Off 1:On	0:Off
LOGIN AUTO WORK -- This entry defines usage of Agent Auto Work option when agent log-in.	11	0:Off 1:On	0:Off
LOGIN HANDSET -- This entry defines usage of Agent Headset option when agent log-in.	12	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode	1:Handset Mode
LOGOUT HANDSET -- This entry defines usage of Agent Headset option when agent log-out	13	0:Headset mode 1:Handset Mode 2:Eac-Mic Mode 3:Bluetooth mode 4:Logon Mode	1:Handset Mode
LOGOUT RESTRICTION -- This entry defines restriction of Logout State Agent.	14	0:Not use 1:CO outgoing 2:All call	0:Not use
CO ANSWER TIME -- This entry defines when the ACK message is sent to caller party.	15	0:Queued to group 1:Agent Answer	0:Queued to group
INFO DATA PRINT -- This entry defines usage of ACD Call Traffic Information data Print or Not. Information Traffic data will be printed at Information-Print Port.	16	0:Off 1:On	0:Off
INFO PRINT INTERVAL -- This entry defines print interval seconds of Information Traffic data.	17	001-250	001 (10 sec)
INFO CLR AFTER PRT -- If this value is ON, after print Information traffic data, previous data will be deleted.	18	0:Off 1:On	0:Off

ACD Group Announcement (PGM 215)

The system provides 9 types of tone. Each tone may be assigned to normal tone, VMIB prompt/Announcement or internal/external music.

1. Press the [PGM] button and dial 215.
2. Enter announcement table using dial pad
3. To program tone, dial tone index (1 - 9). Please refer to the Announcement INDEX Table of Web-Admin PGM 215 for Announcement index
4. Press the Flex button.

   Flex 1: Tone Type

   Flex 2: Tone Time

   Flex 3: Tone port index (Please refer to the TONE PORT Table)

   Flex 4: VMIB Prompt/Announcement Number

   Flex 5: VMIB Prompt/Announcement Repeat Number

   Flex 6: VMIB Prompt/Announcement Repeat Interval
5. Use the dial pad to enter the desired ACD Group data.
6. Press the [SAVE] button to store the data entry

PGM 215	BTN	RANGE	DEFAULT
TONE TYPE -- designates the tone type.	1	01: Normal Tone 02: VMIB Prompt 03: VMIB Announcement 04: Internal MOH 05: External MOH 06-09: VMIB MOH 1/2/3/4 10-14: SLT MOH 1-5	01: Normal Tone
TONE TIME -- determincs the amount of time tone is provided.	2	1-600	10
TONE PORT -- tone port index of PGM 264. The cadence of tone port may be changed by using Web Admin.	3	1-19	-
PROMPT ANNC NO -- The VMIB Prompt or Announcement number when tone type is VMIB Prompt or announcement.	4	1-255	-
PROMPT ANNC RPT -- The VMIB Prompt or Announcement Repeat number when tone type is VMIB Prompt or announcement.	5	0-100	1

PGM 215	BTN	RANGE	DEFAULT
PROMPT ANNC INTVL -- The VMIB Prompt or Announcement Repeat interval when VMIB Prompt or announcement. Repeat is assigned.	6	0-100	0
CCR USE -- This option is defined during announcement will be played, usage of CCR feature.	7	0:Off 1:On	0:Off

SYSTEM DATA - PGM 220-242

A number of timers can be assigned to control and affect many features and functions of the System (refer to Tables for a description of the timers and the input required).

1. Press the [PGM] button and dial:

   220 for System Timers I

   221 for System Timers II

   222 for System Timers III.
2. Press the Flex button for the desired Timer; refer to Tables 2.3.6.1-1 to 3.
3. Use the dial pad to enter the desired Timer data.
4. Press the [SAVE] button to store the Timer data entry.

System Timers I (PGM 220)

PGM 220	BTN	RANGE	DEFAULT
CO-CO TRANS TMR -- Determines the answer waiting time when CO line is transferred to another CO line. If not answered in this time, transferred CO call is disconnected.	1	000-300 secs	030
HOT-DESK LOGOUT TMR -- Determines the amount of time the attendant receives recall after which the system will disconnect the call.	2	00-24 hrs	00
ACNR PAUSE TMR -- This timer establishes the time between ACNR attempts.	3	005-300 secs	030
PAGE TIME OUT TMR -- Determines the maximum duration of a page after which the caller and Page Zone are released.	4	000-300 secs	15

PGM 220	BTN	RANGE	DEFAULT
PAUSE TMR -- A Timed pause of this duration is used in Speed Dial and during other automatically dialed digits sent to the PSTN.	5	1-9 secs	3
VM PAUSE TMR -- When the system sends a "Pause" to Voice Mail using In-band signals, the Pause interval is defined by this timer.	6	1-9 secs	3
VMIB-MSG MIN TMR -- This timer sets the minimum duration allowed for a voice mail message in the system's VMIB. Messages shorter than this period are not stored.	7	1-9 secs	4
VMIB-MSG MAX TMR -- This timer sets the maximum duration allowed for the User Greeting in the system's VMIB.	8	00-999 secs	60
CALL-WAIT WARN TMR -- Determine the call-wait indication tone repeat time.	9	010-1800 secs	030
CAMP-ON WARN TMR -- Determine the camp-on indication tone repeat time.	10	010-1800 secs	030
CCR INTER-DGT TMR -- Inter-digit timer used with Customer Call Routing function.	11	01-30 secs	03
WEB PSWD GUARD TMR -- If no data packets are received during a Web Admin connection for the Guard time, a password check will be initiated by the system.	12	001-999 mins	5

System Timers II (PGM 221)

PGM 221	BTN	RANGE	DEFAULT
SLT HOOK BOUNCE TMR -- determines the amount of time the System considers an actual state change in the hook-switch and not a momentary contact bounce.	1	01-25 (100 msec)	01
SLT MAX H_FLASH TMR -- sets the maximum time an SLT user can depress the hook-switch for a Flash signal.	2	01-25 (100 msec)	05
SLT MIN H_FLASH TMR -- sets the minimum time an SLT user must depress the hook-switch for a Flash signal.	3	000-250 (10 msec)	020
LCO RING ON TMR -- sets the 'ON' time of the incoming ring cycle for System Ring Detect to recognize the incoming call.	4	1-9 (100 msec)	2

PGM 221	BTN	RANGE	DEFAULT
LCO RING OFF TMR -- sets the maximum 'OFF' duration of the incoming ring cycle to determine when a call has been abandoned.	5	010-150 (100 msec)	060
LCO RLS GUARD TMR -- when an analog CO Line is returned to idle, the system will deny access for this time to assure the PSTN returns the CO circuitry to idle.	6	00-60 (minutes)	010

System Timers II (PGM 222)

PGM 222	BTN	RANGE	DEFAULT
DOOR OPEN TMR -- Sets the minimum contact closure time required to activate the contact assigned as a door open contact.	1	05-99 (100 msec)	20
MSG WIT ALERT TONE TMR -- A phone user will receive periodic reminder tones of a message waiting at intervals based on this timer.	2	00-60 (minutes)	00
INTER DIGIT TMR -- Sets the maximum allowed time between user dialed digits; at expiration, the user will receive an error-tone.	3	00-300 (seconds)	015
INC CO INTER DIGIT TMR -- Sets the maximum allowed time between dialed digits from the Incoming CO.	4	01-60 (seconds)	15
NORMAL NO ANSWER TMR -- No answer timer for normal CO ring	5	001-600 (seconds)	30
DID NO ANSWER TMR -- No answer timer for DID CO ring	6	001-600 (seconds)	30
CO RECALL NO ANS TMR -- No answer timer for recall CO ring	7	001-600 (seconds)	30
CO FWD NO ANSWER TMR -- No answer timer for forward CO ring	8	001-600 (seconds)	30
CO XFER NO ANSWER TMR -- No answer timer for transfer CO ring	9	001-600 (seconds)	30

System Attributes (PGM 223)

System Attributes programs define settings that affect System-wide features and functions. Generally, these entries will turn the feature ON (enable) or OFF (disable). Refer to the following table for a description of the Attributes and the data entries required.

1. Press the [PGM] button and dial 223 for System Attributes I
2. Press the Flex button for the desired Attribute, refer to the following Table.
3. Use the dial pad to enter desired data for the Attribute.
4. Press the [SAVE] button to store the data entry.

PGM 223	BTN	RANGE	DEFAULT
WEB ADM PSWD ENCRYPTION -- The Web Admin password can be encrypted for security using RC-6 block encryption A Java VM must be installed on the user's PC.	1	0: Off 1: On	0: Off
PULSE DIAL BREAK RATIO -- The break/make ratio for pulse dialing through analog CO line.	2	0: 60/40 1: 66/33 2: 50/50	1: 66/33
VM SMDI ENABLE -- If it is set to "ON, system interfaces SMDI protocol with external Voice Mail, If 'OFF', system interfaces In-band message with external Voice Mail.	3	0:Off 1:On	0: Off
VMIB SMTP PORT -- SMTP Port for VMIB message e-mail sending.	4	0000-9999	0025
NETWORK DATE/TIME USE -- If set to ON, the System updates the Date & Time with Network Date & Time when the System Date & Time is different.	5	0: Off 1: On	0: Off
CLI PRINT -- If set to ON, CLI information is printed.	6	0: Off 1: On	0: Off
TLS FOR WEB -- Enables Transport Layer Security (TLS for Web access.	7	0: Off 1: On	0: Off
WEB SERVER PORT -- Web Server port number.	8	1-65535	80
DB AUTO DOWNLOAD(WEEK) -- Determines when system database downloads to USB automatically,	9	0: Off 1: On	0: Off
DB DOWNLOAD (TIME) -- Sets the time for system database download to USB automatically.	10	00-23	00
UC SERVER IP ADDRESS -- UC Server IP Address.	11	-	-
CTI SERVER IP ADDRESS -- CTI Server IP Address.	12	-	-

PGM 223	BTN	RANGE	DEFAULT
MODEM ASC CO LINE -- Modem Associate CO Line.	13	001-240	000
IP PHONE REG BY STA NUM -- Enables IP phone registration by station number.	14	0: Off 1: On	0: Off

System Password (PGM 226)

Access to the system database and maintenance functions can be protected by passwords up to twelve (12) digits. Three passwords can be defined: User, Admin., and Maintenance. The Maintenance password has full and unlimited access to the database and maintenance functions of the system, while the User and Admin password have access to database items defined in the MBX IP Web Admin manual.

NOTE: There are no default passwords, all passwords must be programmed.

1. Press the [PGM] button and dial 226.
2. Press the Flex button for the desired password:
   - Flex 1: User password.
   - Flex 2: Admin password.
   - Flex 3: Maintenance password.
3. Enter the desired password, up to 12 digits. To erase a password press the [SPEED] button.
4. Press the [SAVE] button to store the password entry.

PGM 226	BTN	RANGE	DEFAULT
USER PASSWORD -- Includes configurable database access in Web Admin., and cannot access Keyset Administration functions.	1	12 digits	none
ADMIN PASSWORD -- Includes configurable database access in Web Admin., and can access Keyset Admin.	2	12 digits	none
MAINT PASSWORD -- Includes full and unlimited access to database and maintenance functions.	3	12 digits	none

Alarm Attributes (PGM 227)

The System can monitor an external contact, most often employed as an Alarm indicator or Doorbell. The Alarm attributes define the operation of the external contact. An Alarm Signal sent to assigned stations can be repeating or a single burst, the former is often desired. For the Doorbell, a single tone is sent each time the contact is activated (refer to the programming table below for a description of the features, the data entries required and LCD displays for each attribute).

1. Press the [PGM] button and dial 227.
2. Press the desired Flex button, refer to the following Table.
3. Use the dial pad to enter desired data for the attribute.
4. Press the [SAVE] button to store the data entry.

PGM 227	BTN	RANGE	DEFAULT
ALARM ENABLE -- Enables the external contact monitoring circuitry.	1	0:Off 1:On	0:Off
ALARM CONTACT -- Establishes the contact state that will activate the Alarm, close or open.	2	0:Open 1:Close	0:Open
ALARM MODE -- The contact can be designated to function as a doorbell instead of an alarm.	3	0:Bell 1:Alarm	1:Alarm
ALARM SIGNAL MODE -- The assigned stations will receive a Repeating signal or single burst (ONCE) of the alarm tone.	4	0:Once 1:Repeat	1:Repeat

External Control Contacts (PGM 228)

The MPB includes 1 contact, which can be used to control external devices. The contact is assigned to activate under one of several conditions: As a Loud Bell Contact (LBC), the contact will activate when the assigned station receives an external call.

NOTE: When using LBC and the System is in the Night or Timed Ring mode, the contact will activate for incoming UNA calls and will ignore any station assignment.

The contact may alternatively be activated as a Door Lock Release contact, when the External Page Zone is accessed.

1. Press the [PGM] button and dial 228.
2. Use the dial pad to enter desired data.

   0: Not Used
   1: LBC + station number, (ex. 150)
   2: Door Lock Release
   3: External Page access
3. Press the [SAVE] button to store the External Contact data entry.

Music Sources (PGM 229)

Music inputs are provided for use as the Background Music and/or Music-On-Hold source inputs. MBX IP MPB provide for one (1) music input. In addition, a VMIB announcement may be recorded and played as MOH. In addition, SLT port on SLIB is used as MOH.

1. Press the [PGM] button and dial 229.
2. Select the desired Flex button, refer to the following Table.
3. Use the dial pad to select the desired Music Source.
4. To save the Music Source, press the [SAVE] button.

PGM 229	BTN	RANGE	DEFAULT
ICM BOX MUSIC CH -- assigns the music source for ICM BOX.	1	00: NO BGM 01: Internal Music 02: External Music 03: VMIB BGM 1 04: VMIB BGM 2 05: VMIB BGM 3 06: VMIB BGM 4 07: SLT MOH 1 08: SLT MOH 2 09: SLT MOH 3 10: SLT MOH 4 11: SLT MOH 5	1
INT MOH TYPE -- assigns the music for internal MOH.	2	00: Romance 01: Turkish March 02: Green Sleeves 03: Fur Elise 04: Carmem 05: Waltz 06: Pavane 07: Sichiliano 08: Sonata 09: Spring 10: Campanella 11: Badinerie 12: Blue Dance	-

PGM 229	BTN	RANGE	DEFAULT
VMIB MOH -- assigns the VMIB Prompt index of VMIB Slot YY for VMIB MOH X.	3-6 for MPB300 (3-5 for MPB100)	01-70	-
SLT MOH -- assigns the SLT ports for SLT MOH.	7-11 for MPB300 (6-10 for MPB100)	-	-

RS-232 Port Settings (PGM 230)

The system has one RS 232 serial port located on the MPB. Certain characteristics of the port are programmable: Baud rate, RS 232 control, and Page settings (refer to Table for a description of the settings, the data entries required and LCD displays).

1. Press the [PGM] button and dial 230.
2. Select the desired Flex button, refer to the following Table.
3. Use the dial pad to enter the desired Port data.
4. Press the [SAVE] button to store the Port Data entry.

PGM 230	BTN	RANGE	DEFAULT
BAUD RATE -- Establishes the BAUD rate for the RS-232 serial port.	1	1: 9600 2: 19200 3: 38400 4: 57600 5: 115200	5:115200
PAGE BREAK -- The system can send a page break command over the serial port at the end of each page.	2	0:Off 1:On	0:Off
LINE PER PAGE -- Determines Page length, the number of lines the system will send before sending a Page break.	3	001-199	66
XON/XOFF -- Enables XON/XOFF protocol.	4	0:XOff 1:XOn	0:XOff

Serial Port Function Selections (PGM 231)

The System has one RS 232 serial port located on the MPB. Also, the System can employ IP over 5 TCP channels for the output of various system information.

Each output function is assigned a Serial port or TCP channel that is used to output the information. In addition, a TCP port must be assigned when a function is defined to use a TCP channel.

NOTE: Each function can be defined to use only one output (refer to Table for a description of the selections, the data entries required and LCD displays).

1. Press the [PGM] button and dial 231.
2. Select the desired Flex button, refer to the following Table.
3. Use the dial pad to enter the desired Port data:

   0: COM(Serial port on MPB)

   1: TCP channel 1

   2: TCP channel 2

   3: TCP channel 3

   4: TCP channel 4

   5: TCP channel 5
4. Press the [SAVE] button to store the data entry.

PGM 231	BTN	RANGE	DEFAULT
ON LINE SMDR -- Defines the serial port or TCP channel used for the On-line SMDR.	1	0-5	COM
OFF LINE SMDR -- Defines the serial port or TCP channel used for Off-line SMDR.	2	0-5	COM
SMDI -- Defines the serial port or TCP channel used for the SMDI output.	3	0-5	COM1
CALL INFO -- Defines the serial port or TCP channel used to receive Call Information output.	4	0-5	COM
TRAFFIC -- Defines the serial port or TCP channel used for the TRAFFIC report output.	5	0-5	COM
TRACE -- Defines the serial port or TCP channel used for the Trace output.	6	0-5	COM
ADMIN -- Defines the serial port or TCP channel used for the ADMIN Report output.	7	0-5	COM

SMDR Attributes (PGM 232)

Station Message Detail Recording (SMDR) is an ASCII output of details on both incoming and outgoing calls. Various SMDR attributes can be assigned including: output records for all calls or Long Distance (LD) only, call cost per pulse when using call metering, etc. (refer to Table for a description of each Attribute, LCD displays and the data entries required).

1. Press the [PGM] button and dial 232.
2. Select the desired Flex button, refer to the following Table.
3. Use the dial pad to enter the desired data.
4. To save SMDR Attribute data, press the [SAVE] button.

PGM 232	BTN	RANGE	DEFAULT
SMDR SERVICE -- SMDR Service Option. On-Line / Off-Line SMDR / SMDR-Interface / Email Service .can be enabled	1	0: Not Use 1: On-Line 2: Off-Line 3: On-Line/Off-Line 4: SMDR-Interface 5: SMDR E-Mail 6: Off-Line & E-Mail 7: On/Off-Line & E-Mail 8: Interface & E-Mail	0:Not Use
OUTGOING REPORT -- Outgoing Call Report Option for SMDR Service. If this option is set, outgoing call will be included at SMDR data	2	0:Off 1:On	0:Off
INCOMING REPORT -- Incoming Call Report Option for SMDR Service. If this option is set, incoming call will be included at SMDR data	3	0:Off 1:On	0:Off
ICM REPORT -- Internal Call Report Option for SMDR Service.If this option is set, internal call will be included at SMDR data	4	0:Off 1:On	0:Off
LOST CALL REPORT -- Outgoing or Incoming Lost Call Report Option for SMDR Service. If this option is set, CO lost call will be included at SMDR data	5	0:Off 1:On	0:Off

PGM 232	BTN	RANGE	DEFAULT
RECORD TYPE -- If set to on, LD calls are identified by the LONG DIST CALL DGT Counter; the system can record all outgoing calls or only long distance calls.	6	0:All Call 1:LD	0:All Call
LONG DIST CALL DGT CNT -- Dialed numbers, which exceed the assigned LD Digit count, are considered long distance calls for SMDR.	7	07-15	07
CURRENCY UNIT -- The unit of currency used for call cost can be identified with 3 alpha characters for easy reference.	8	Max 3 characters	-
COST PER PULSE -- When metering is provided by the PSTN, the cost per metering pulse can be assigned.	9	6 digits	000000
SMDR FRACTION -- Determines the position of the decimal in the Cost per Pulse, starting from the right-most digit.	10	0-5	0
HIDDEN DIALED DGT -- Determines the number of dialed digits to hide for security purposes, and replaced with "*". Button 13 below defines whether leading or trailing digits are hidden. In addition, the station must be assigned for SMDR HIDE, PGM CODE 131 button 7.	11	0-9	0
HIDDEN DGT POSITION -- When "HIDDEN DIALED DIGIT" is enabled, button 12 above, this field determines if leading or trailing digits are hidden.	12	0:Left 1:Right	1:Right
TRANSFER CHARGE MODE -- 1. INDIVIDUAL: When a call is transferred to another station, the transferred call is charged to two stations respectively. 2. INTEGRATE XFERING: When a call is transferred to another station, the call is charged to the transferring station. 3. INTEGRATE XFERED: When a call is transferred to another station, the call is charged to the transferred station.	13	0:Individual 1:Integrate Xfering 2:Integrate Xfered	0:Individual

PGM 232	BTN	RANGE	DEFAULT
TRANSFER CHARGE -- 1. NORMAL CHARGING: When Attendant make outgoing call and transfer this call to another station, the transferred will follow the Transfer Charge Mode. 2. ATD CHARGING: When Attendant makes outgoing call and transfers this call to another station, the call is charged to the Attendant. 3. XFERED CHARGING: When Attendant makes outgoing call and transfers this call to another station, the call is charged to the transferred station.	14	0:Normal Charging 1:Atd Charging 2:Xfered Charging	0:Normal Charging
WARNING TONE SVC -- if this option is enabled andSMDR service type is off-line, the system check free records space. And if free space is less than 1000, warning tone will be served as alarm to Attendant.	15	0:Off 1:On	0:Off
SMDR CONN TYPE -- This assigns port to be used for SMDR Interface. SMDR Interface is served through LAN or SIO.	16	0:SIO 1:LAN	0:SIO
- SMTP MAIL SERVER ADDRESS -- SMTP Mail Server IP Address.	Web Only	-	-
- SMTP MAIL SERVER PORT -- SMTP Mail Server Port Number		-	-
- SMDR REPORTED MAIL ADDRESS -- SMDR User Mail Address.		Max 64 characters	-
- SMDR SMTP MAIL SERVER ID -- SMTP Mail Server User ID		-	-
- SMDR SMTP MAIL SERVER PASSWORD -- SMTP Mail Server User Password		-	-
- SMDR SMTP SENDER ADD -- Sender Address of Reported SMDR E-Mail		Max 64 characters	-
- SMDR SMTP SEND WEEKLY SET -- Select SMDR Mail Send Day		N/A (Monday- Sunday)	N/A
- SMDR MAIL SEND DAILY SET -- Sets time-of-day for SMDR data to be sent on a daily basis (00 for no daily records, 01-23 for hour of the day).		00-23	00

PGM 232	BTN	RANGE	DEFAULT
- SMDR MAIL AUTO SEND MODE -- If the SMDR buffer is full, the system can automatically send a notification by e-mail.	Web Only	0:Off 1:On	1:On
- SMDR MAIL AUTO DELETE MODE -- Deletes SMDR records after sending e-mail.		0:Off 1:On	1:On

System Date, Time (PGM 233)

The system Date, Time is established by this entry. The date and time are employed for several features and functions including; LCR, LCD displays, SMDR outputs, Auto Ring Mode Selection, Wake-Up Alarm, etc.

1. Press the [PGM] button and dial 233.
2. Press the Flex button for the desired Attribute, refer to the following Table.

   Flex 1: Time

   Flex 2: Date
3. Use the dial pad to enter desired data for the Attribute
4. Press the [SAVE] button to store the data entry.

PGM 233	BTN	RANGE	DEFAULT
SET SYSTEM TIME/DATE -- Sets the system time.	1	HH:MM	-
SET SYSTEM TIME/DATE -- Sets the system date.	2	MMDDYY	-
DST ENABLE MODE -- Enables DST feature for System Time.	3	0:Off 1:On	0:Off
- DST START TIME -- The DST start time.	Web Only	See DST Table	2nd Sunday of March at 2:00 AM
- DST END TIME -- The DST end time.		See DST Table	1st Sunday in Nov., at 2:00 AM

Button LED Flash Rate (PGM 234)

The LED Color and Flash Rate for various functions and states can be assigned to any one of 15 System signals. The various functions and states are shown in the Tables (refer to [COLOR] and [FLASH RATE] Tables).

1. Press the [PGM] button and dial 234.
2. Enter the Function range to change the LED Color or Flash rate (refer to Tables).
3. Press the Flex button 1 and dial (1-3) for LED color
   OR
4. Press the Flex button 2 and dial (00-14) for LED flash rate.
5. Press the [SAVE] button to store.

PGM 234	BTN	RANGE	DEFAULT
[CALL BACK] button LED status intercom call back is active.	1	Color 1-3 Flashing Rate 00-14	Flash: 30 IPM Color: RED
[CALL BACK] button LED status CO queuing is in use.	2		Flash: 120 IPM Color: RED
[CALL BACK] button LED status when a message is left.	3		Flash: 120 IPM Color: RED
[MUTE] button LED status when voice is muted.	4		Flash: Steady Color: RED
[MUTE] button LED status when COS is down.	5		Flash: 120 IPM Color: RED
[DND] button LED status in DND.	6		Flash: Steady Color: RED
[DND] button LED status in one time DND.	7		Flash: 60 IPM Color: RED
[DND] button LED status when Station assigns a preselected message.	8		Flash: 15 IPM Color: RED
[CALL BACK] button LED status when ACNR is in use.	9		Flash: 480 IPM Color: RED
[SPEAKER] button LED status when on a conversation using the speakerphone.	10		Flash: Steady Color: RED
[SPEAKER] button LED status when on a conversation using the headset.	11		Flash: Steady Color: RED
[SPEAKER] button LED status when receiving an intercom call.	12		Flash: 60 IPM Color: RED

PGM 234	BTN	RANGE	DEFAULT
[HOLD] button LED status while Paging.	13	Color 1-3 Flashing Rate 00-14	Flash: 60 IPM Color: RED
[HOLD] button LED status when in Voice-over mode.	14		Flash: 60 IPM Color: AMBER
[HOLD] Reserved.	15		Flash: 60IPM Color: AMBER
[RING] LED status when receiving an intercom call.	16		Flash: 60 IPM Color: RED
[RING] LED status when receiving an incoming CO call.	17		Flash: 60 IPM Color: RED
[RING] LED status when a message is left.	18		Flash: 60 IPM Color: RED
[HEADSET] LED status when the headset is used (LIP-8000 Phone).	19		Flash: Steady Color: RED
HEADSET] LED status when Bluetooth™ is used (IP-8000 Phone).	20		Flash: 60 IPM Color: RED
[DN] button LED status when I use is active.	21		Flash: Steady Color: GREEN
[DN] button LED status when another station is in use.	22		Flash: Steady Color: RED
[DN] button LED when status in DND.	23		Flash: Off Color: RED
[DN] button LED status when receiving an intercom call.	24		Flash: 60 IPM Color: GREEN
[DN] button LED status when call is in Held state.	25		Flash: 60 IPM Color: AMBER
[DN] button LED status when Call forward is set.	26		Flash: Off Color: RED
[DN] button LED status when I am in conference.	27		Flash: Steady Color: GREEN
[DN] button LED status when another station is in conference mode.	28		Flash: Steady Color: RED
[DN] button LED status when active conference supervisor.	29		Flash: 60 IPM Color: AMBER

PGM 234	BTN	RANGE	DEFAULT
[DSS] button LED status when receiving an intercom call.	30	Color 1-3 Flashing Rate 00-14	Flash: 60 IPM Color: RED
[DSS] button LED status in conversation.	31		Flash: Steady Color: RED
[DSS] button LED status in DND.	32		Flash: Off Color: RED
[DSS] button LED status when call forward is set.	33		Flash: Off Color: RED
[DSS] button LED status when handset is lifted.	34		Flash: Off Color: RED
[DSS] button LED status when a preselected message is assigned.	35		Flash: Off Color: RED
[DSS] button LED status when call is in Held state.	36		Flash: Steady Color: RED
[CO] button LED status in call setup.	37		Flash: 60 IPM Color: RED
[CO button LED status in conversation.	38		Flash: Steady Color: RED
[DN] button LED status in VM Message Wait.	39		Flash: 120 IPM Color: AMBER
[DSS] button LED status in VM Message Wait.	40		Flash: 120 IPM Color: RED
[CO] button LED status in Command Group Call ring state.	41		Flash: 60 IPM Color: RED
[CO] button LED status in Command Group Call Talk state.	42		Flash: Steady Color: RED
[CO] button LED status in Talk state.	43		Flash: Steady Color: GREEN
[CO] button LED status in Hold state.	44		Flash: 60 IPM Color: RED
[CO] button LED status in CO transfer state.	45		Flash: 120 IPM Color: RED
[CO] button LED status in CO Recall state.	46		Flash: 480 IPM Color: RED
Reserved	47-48	-	-

Color Table

COLOR	DESCRIPTION
1	RED
2	GREEN
3	AMBER

Flash Rate Table

FLASH RATE	DESCRIPTION
00	Flash OFF
01	Steady On
02	30 ipm flash (30% On)
03	60 ipm flash (30% On)
04	60 ipm double wink (30% On-Off-On-Off 70% On)
05	240 ipm flash (30% On)
06	240 ipm flutter (30% On-Off-On-Off-On & 70% Off)
07	480 ipm flash (30% On)
08	480 ipm flutter (30% On-Off-On-Off-On & 70% Off)
09	15 ipm flash (30% On)
10	120 ipm flash (30% On)
11	120 ipm flutter (30% On-Off-On-Off-On & 70% Off)
12	30 ipm double flash (30% On-Off-On & 70% Off)
13	480 ipm double wink (30% On-Off-On-Off 70% On)
14	480 ipm double flash (30% On-Off-On & 70% Off)

ISDN PPP Web Admin Attributes (PGM 235)

In addition to remote access via an IP network connection, the system database may be accessed remotely via an ISDN connection. Placing a call over an ISDN Line to the designated PPP Station will provide a connection to the system database. The system will request a user ID and password, which must match one of the User Ids and passwords assigned. After the matching id and password are entered, the MBX IP Home page is provided and Web Admin is accessed.

1. Press the [PGM] button and dial 235.
2. Press the desired Flex button, refer to the following Table.
3. Used the dial pad to enter desired data.
4. Press the [SAVE] button to store the data entry

PGM 235	BTN	RANGE	DEFAULT
PPP USAGE -- determines if PPP is enabled or disabled.	1	0:Off 1:On	0:Off
PPP DESTINATION NUMBER -- If the incoming capability is 64 Kbps unrestricted digital and the called party number matches the PPP destination number, the system will automatically answer the call and request PPP ID and password.	2	Station Number	None
PPP USER ID 1 -- System accepts this PPP ID 1.	3	Max 12 characters	None
PPP PASSWORD 1 -- The password entered is used to authorize PPP ID 1.	4	Max 12 characters	None
PPP USER ID 2 -- System accepts this PPP ID 2.	5	Max 12 characters	None
PPP PASSWORD 2 -- The password entered is used to authorize PPP ID 2.	6	Max 12 characters	None

Mobile Attributes (PGM 236)

The flash digit and input timer for call transferring from mobile extension can be assigned.

1. Press the [PGM] button and dial 236.
2. Press the desired Flex button, refer to the following Table.
3. Used the dial pad to enter desired data.
4. Press the [SAVE] button to store the data entry

PGM 236	BTN	RANGE	DEFAULT
FLASH DIGIT -- The flash digit from mobile extension.	1	Max 2 digits	*
INPUT TIMER -- The inter-digit timer of the mobile flash digit (2 sec).	1	01-20 (seconds)	05

One Digit Service Attributes (PGM 237)

When performing a call transfer from a mobile extension, the flash digit and input timer can be assigned.

1. Press the [PGM] button and dial 237.
2. Press the desired Flex button, refer to the following Table.
3. Used the dial pad to enter desired data.
4. Press the [SAVE] button to store the data entry

PGM 237	BTN	RANGE	DEFAULT
STEP CALL -- determines if Step Call is enabled or disabled.	1	0: Disable 1: Enable	Disable
DIGIT 1 -- when accessing a busy tone, User may dial for one of the one-touch services.	2	0: N/A 1: Call-Back 2: Camp On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	0: N/A
DIGIT 2 --	3		
DIGIT 3 --	4		
DIGIT 4 --	5		
DIGIT 5 --	6		
DIGIT 6 --	7		
DIGIT 7 --	8		
DIGIT 8 --	9		
DIGIT 9 --	10		
DIGIT 0 --	11		
DIGIT * --	12		Call Wait
DIGIT # --	13		Voice-Over

Dummy Dial Tone Digit (PGM 240)

When digit conversion is programmed, the CO line is seized after digit conversion is completed. When programmed, in the event a user cannot obtain the CO dial tone from PX, a dummy dial tone can be provided.

1. Press the [PGM] button and dial 240.
2. Dial bin no.
3. Used the dial pad to enter desired data.
4. Press the [SAVE] button to store the data entry

PGM 240	BTN	RANGE	DEFAULT
DUMMY DIAL-TONE DGT -- Dummy Dial tone digits.	-	Max 6 digits (0-9, *, #, X)	-

Executive/Secretary Assign (PGM 241)

Stations can be grouped as Executive/Secretary so that when the Executive enters DND, intercom and transferred calls are automatically routed to the Secretary. An Executive may have up to 3 Secretaries. A Secretary can be assigned to multiple Executives. The Secretary of one pair may be the Executive of another however, assignments that form a loop-back are not allowed.

1. Press the [PGM] button and dial 241.
2. Use the dial pad to enter the desired Executive/Secretary pair bin.
3. Press the desired Flex button, refer to the following Table.
4. Press the [SAVE] button to store the data entry.

PGM 241	BTN	RANGE	DEFAULT
EXECUTIVE NUMBER -- Assigns Executive station.	1	-	-
SECRETARY ASSIGN -- Assigns Secretary stations; enter secretary station range, or press FLEX 1-3 and enter station number to assign.	2	FLEX 1-3	-

PGM 241	BTN	RANGE	DEFAULT
ICM CALL TO EXEC -- Determines call forwarding when Executive/Secretary is in use. SECRETARY: all internal calls to the Exec. Station (except for calls from executives having executive access privilege) are routed to the Secretary station regardless of the Executive station status. SEC IF EXEC IN DND: internal calls are routed to secretary when executive is in 'DND'.	3	0:Secretary 1:Secretary if Executive in DND	0:Secretary
CO CALL TO EXEC -- Determines call forwarding when Executive/Secretary is in use. SECRETARY: all incoming CO calls to the Exec. Station are routed to the Secretary station regardless of the Executive status. SEC IF ECEC DND: incoming CO calls are routed to secretary when executive is in 'DND'.	4	0:Secretary 1:Secretary if Executive in DND	0:Secretary
CALL EXECUTIVE -- This option is to directly route calls to the Executive station. OFF: executive calls are routed to secretary. FIRST SEC. DND: the executive receives call when first secretary is in 'DND'. ALL SEC. DND: the executive receives call when all secretaries in 'DND'.	5	0-2	0
SECRETARY CHOICE -- Determines order in which secretary stations will receive calls (First Idle/Longest Idle).	6	0-1	0
MSG WAIT STATION -- Determines if message wait indication is left at Executive Station or Secretary. EXECUTIVE: message left at Executive station. FIRST SEC: message is left at the first secretary.	7	0:Executive 1:First Secretary	0

Executive-Executive Access (PGM 242)

Each Executive can be allowed or denied access to other Executives. As a default, calls between executives are disabled.

1. Press the [PGM] button and dial 242.
2. Use the dial pad to enter a bin no.
3. Press desired Flex button number (1-2),

   Flex 1: access for 1 to 24

   Flex 2: access for 25 to 48

4. Press the desired Flex button to toggle access.
   - LED ON: access allowed, LED OFF: access not allowed.
5. Press the [SAVE] button to store the data entry

TABLES DATA - PGM 250-269

Toll Tables (PGM 250)

Based on Table entries, Stations or DISA users are allowed or denied dialing specified numbers. The following rules apply to establishing restrictions based on the Table entries:

- If entries are only made in the Allow Table, only those numbers entered can be dialed, all other dialed numbers will be restricted.
- If entries are only made in the Deny Table, only those numbers entered will be restricted and all other numbers can be dialed.
- When there are entries in both the Allow and Deny Table pair, if the number is in the Deny Table, the number will be restricted otherwise the number can be dialed without restriction.

COS values from 2 to 15 have an Allow and a Deny entry in the Toll Table. For each Table, there can be up to 100 separate Allow and Deny entries of up to 16 digits. Entries in the Tables can be any digit (0-9), "*", "#".

Each of the entries have an option to be applied or not for each tenant group.

1. Press the [PGM] button and dial 250.
2. Press Flex button 1-2:
   - Flex 1: Allow Table
   - Flex 2: Deny Table
3. Use the dial pad to select a bin number (001-100).
4. Press Flex button 1-2:
   - Flex 1: Digit
   - Flex 2: Tenant group apply option
5. Use the dial pad to enter the dialed number desired (up to 16 digits).

   (To delete a Toll Table entry, press the [SPEED] button.)
6. Press the [SAVE] button to store the data entry.
7. Use the Flex buttons to apply at the tenant group or not. If LED is turned on, the entry is applied to the tenant group.

PGM 250	BTN	RANGE	DEFAULT
ALLOW TABLE -- allow digits.	1	Max 16 digits	-
DENY TABLE -- deny digits.	2	Max 16 digits	-
TENANT -- Tenant groups to apply the table entry.	3	1-9 (MBX IP 300) 1-5 (MBX IP 100)	-

Digit Conversion Tables (PGM 251)

The Digit Conversion Table index is assigned to the Station and CO line. And the digit conversion can be applied according to the Apply Time Type (Unconditional, Day/Night/Timed or LCR Day/Time) differently.

Each Table includes 300 entries of up to 16 digits; entries in the Tables can be any digit (0-9), or "*", "#".

Each Index can be applied by Apply Option. (All/Station/CO line/Disable)

1. Press the [PGM] button and dial 251.
2. Dial Digit Conversion Table Number (1-9).
3. Dial conversion Bin No (001-300)
   - Flex 1: Apply Time Type
   - Flex 2: Dialed Digit
   - Flex 3: Unconditional Changed Digit
   - Flex 4-6: Day/Night Timed Changed Digit
   - Flex 7-15: LCR Time (Day/Time Zone Changed Digit)
   - Flex 16-17: DNT/LCR Time Table Index
   - Flex 18 : DID Name
   - Flex 19 : Apply Option
4. Use the dial pad to enter the dialed number.
5. Press the [SAVE] button to store the data entry.

PGM 251	BTN	RANGE	DEFAULT
APPLY T-TYPE -- The Apply time type to be applied when the dialed digit is dialed.	1	0:Unconditional 1:Follow DNT 2: Follow LCR	Unconditional
DIALED DIGITS -- The dialed digits.	2	Max 16 digits	-

PGM 251	BTN	RANGE	DEFAULT
UNCOND CHANGED -- The CO Group Access Code and digits to be sent to PX when the dialed digit is pressed if Apply time type is 'unconditional'.	3	Max 16 digits	-
DAY CHANGED -- The CO Group Access Code and digits to be sent to PX in Day when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	4	Max 16 digits	-
NIGHT CHANGED -- The CO Group Access Code and digits to be sent to PX in Night when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'	5	Max 16 digits	-
TIMED CHANGED -- The CO Group Access Code and digits to be sent to PX in Timed when the dialed digit is pressed if Apply time type is 'FOLLOW DNT'.	6	Max 16 digits	-
D1/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	7	Max 16 digits	-
D1/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	8	Max 16 digits	-
D1/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 1/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	9	Max 16 digits	-
D2/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	10	Max 16 digits	-
D2/T2 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	11	Max 16 digits	-
D2/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 2/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	12	Max 16 digits	-
D3/T1 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 1' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	13	Max 16 digits	-
D3/T2 CHANGED -- The digits to be dialed in 'Day 3/Time 2' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	14	Max 16 digits	-

PGM 251	BTN	RANGE	DEFAULT
D3/T3 CHANGED -- The CO Group Access Code and digits to be sent to PX in 'Day 3/Time 3' when the dialed digit is pressed if Apply time type is 'FOLLOW LCR'.	15	Max 16 digits	-
DNT TIME INDEX -- Day/Night/Timed Time Table Index.	16	1-9, none	none
LCR TIME INDEX -- LCR Time Table Index.	17	1-9, none	none
NAME -- When DID destination starts to ring, the name is displayed on the ringing station's LCD.	18	Max 16 digits	-
APPLY OPTION -- The Apply Option can be applied according to the caller.	19	0:All 1:Station 2:CO Line 3:Diable	0:All

Digit Conversion Options (PGM 252)

There are two options for Digit conversion: LCD Display and PRINT (refer to Tables).

1. Press the [PGM] button and dial 252.
2. Dial Digit Conversion Table Number (1-9).
3. Press the Flex button (1-2)
4. Use the dial pad to enter the dialed number.
5. Press the [SAVE] button to store the data entry.

PGM 252	BTN	RANGE	DEFAULT
DISPLAY CONV. DIGIT -- If it is set to ON, the station LCD is updated to the dialed digits when alerting message is received from the PX after dialing.	1	On/Off	Off
PRINT CONV. DIGIT -- If it is set to ON, the dialed digits are printed to the SMDR.	2	On/Off	Off

Time Table Attributes (PGM 253)

The system can automatically select the Ring and COS Mode based on the system time table. Three Ring and COS modes are supported: Day, Night, and Timed modes.

Each Time Table has a ring mode relating to the different ring assignments, COS, and answering method for the system. The ring mode can be controlled automatically through definitions in the Auto Ring Mode & weekly timetable based on the Time Table. The Attendant may change the system mode selection from automatic to manual. Refer to the following table for a description of the funtions, the LCD displays and date entries required.

1. Press the [PGM] button and dial 253.
2. Use the dial pad to enter the desired Table range.
3. Press the Flex button for the desired setting; refer to the following Table.
4. Use the dial pad to enter the desired flexible button.
5. Press the [SAVE] button to store the data entry.

PGM 253	BTN	RANGE	DEFAULT
TIME ZONE COMMENT-- defines the comment of the Time Table.	1	32 characters	none
SYSTEM TIME ZONE -- defines the Time Zone of the Time Table	2	0-73	0: Sys Time
DAYLIGHT SAVINGS -- defines Daylight Saving Time of Time Table.	3	On/Off	Off
RING MODE -- defines the ring mode of Time Table.	4	0: Day 1: Night 2: Timed	0:Day
AUTO RING MODE -- defines the Auto Ring mode of the Time Table.	5	On/Off	Off

Weekly Time Table (PGM 254)

The ring mode can be controlled automatically through definitions in the Auto Ring Mode and Weekly Time Table based on the Time Table.

The start times for Day, Night and start and end times for timed modes are entered for each day of week.

1. Press the [PGM] button and dial 254.
2. Use the dial pad to enter the desired tenant range
3. Press the Flex 1-7 for the desired day of week (Monday-Sunday).
4. Press Flex 1-3 for the desired ring mode (Day, Night, Timed), refer to the Table.
5. Use the dial pad to enter a time (military time), 0000 to 2359.
6. Press the [SAVE] button to store the data entered.

PGM 254	BTN	RANGE	DEFAULT
Monday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	1	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Tuesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	2	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Wednesday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	3	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Thursday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	4	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Friday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	5	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

PGM 254	BTN	RANGE	DEFAULT
Saturday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	6	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_
Sunday DAY/NIGHT/TIMED ring mode start times and TIMED mode end times.	7	0000-2359	Day: 9:00 Nite: 18:00 TDS: _-_ TDE: _-_

LCR Time Table Attributes (PGM 255)

The LCR Time Tables provide a mechanism to define the database with Digit Conversion Table (PGM251-252), which will route outgoing calls, particularly long distance, using the most cost-effective route.

Additionally, days of the week are grouped into zones (Day Zones) and the time of day can be set into three groups (Time Zones). The PGM 255 table provides general descriptive information and input ranges.

1. Press the [PGM] Button and dial 255
2. Press Flex button 1-4, refer to the Table.
3. For LCR Time Zones, use the dial pad to enter desired data. Refer to the Table for input ranges.
   - Flex 1-7: to select the day of week (1=Monday, 7=Sunday).
4. Enter the desired Day Zone (1-3).
5. Press the [SAVE] button to store the data entered.

PGM 255	BTN	RANGE	DEFAULT
DAY ZN -- For each day of the week, a Day Zone (1 to 3) is assigned. The active Day Zone is the Zone assigned to the current day of the week (Flex button 1-7).	1	FLEX 1-7 + 1-3	Zone 1: All days of the week
DAY ZONE 1 -- This entry defines the time zone of day zone 1 when Day Zone 1 is active.	2	00-24	00-24
DAY ZONE 2 -- This entry defines the time zone of day zone 2 when Day Zone 2 is active.	3	00-24	-
DAY ZONE 3 -- This entry defines the time zone of day zone 3 when Day Zone 3 is active.	4	00-24	-

Holiday Time Table (PGM 256)

Each Time Table has a Holiday Time Table and Ring mode is operated as Night mode when the current date is set as a Holiday time Table election from automatic to manual.

1. Press the [PGM] button and dial 256.
2. Use the dial pad to enter the desired Table index..
3. Use the dial pad to enter the desired bin.
4. Press the Flex button for the desired setting; refer to the following Table.
5. Use the dial pad to enter the desired flexible button
6. Press the [SAVE] button to store the data entry.

PGM 256	BTN	RANGE	DEFAULT
CALENDAR TYPE -- Defines Calendar Type for Holiday Table.	1	Lunar/Gregorian	Gregorian
HOLIDAY DATE -- Defines Holiday Date for Holiday Table.	2	MM/DD	None

System Speed Table (PGM 257)

The System Speed can be assigned.

1. Press the [PGM] button and dial 257.
2. Use the dial pad for the desired speed range..
3. Press the Flex button (1-4)
   - Flex 1: System Speed Dial
   - Flex 2: System Speed Dial Name
   - Flex 3: Toll Free
   - Flex 4: Tenant No
4. Use the dial pad to enter the dialed number.
5. Press the [SAVE] button to store the data entered.

PGM 257	BTN	RANGE	DEFAULT
SYS SPD DIAL -- The System Speed Dial Digits.	1	Max 32 digits	-
SYS SPD NAME -- The System Speed Dial Name.	2	Max 16 characters	-
TOLL FREE -- Assignment to apply toll free.	3	0:Off 1:On	0:Off
TENANT NO -- The tenant number to be applied to the System Speed Access.	4	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

Emergency Code Table Attributes (PGM 258)

The Emergency Code Table is used to identify emergency numbers which, when dialed, will override all COS dialing restrictions. An Emergency Code number may be up to fifteen (16) digits iPress the [PGM] button and dial 258.

1. Use the dial pad for the desired Emergency code entry, 01-50.
2. Press the Flex button (1-3)
   - Flex 1: Dialed Digit
   - Flex 2: Changed Digit (To be dialed digits)
   - Flex 3: Tenant number
3. Use the dial pad to enter the dialed number.
4. Press the [SAVE] button to store the data entered.

PGM 258	BTN	RANGE	DEFAULT
DIALED DIGIT -- The dialed digits from user.	1	Max 16 digits	-
CHANGED DIGIT -- CO Group Access Code and digits to be sent to PX when user dials the dialed digit.	2	Max 16 digits	-
TENANT NO -- The tenant number to be applied when user dials emergency code. If this field be left empty, this entry will be adapted to all tenants.	3	Empty, 1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

Announcement Table (PGM 259)

The System Speed can be assigned (refer to Tables).

1. Press the [PGM] button and dial 259.
2. Use the dial pad for the desired announcement bin no.
3. Press the Flex button (1-4)
   - Flex 1: The 1st VMIB Slot & Announcement No
   - Flex 2: The 2nd VMIB Slot & Announcement No
   - Flex 3: The 3rd VMIB Slot & Announcement No
   - Flex 4: The 4th VMIB Slot & Announcement No
   - Flex 5: CCR Index Number
4. Use the dial pad to enter the dialed number.
5. Press the [SAVE] button to store data entered.

PGM 259	BTN	RANGE	DEFAULT
The VMIB slot & Prompt No. to be used for playing the VMIB Announcement No.	1-4	VMIB Slot (00-18) & Prompt No (01-70)	-
CCR Index used for playing the VMIB Announcement No.	5	1-100	-

Customer Call Routing Table (PGM 260)

The system incorporates Integrated Voice Response (IVR) capabilities called Customer Call Routing (CCR). After or during a VMIB Announcement, a caller may dial a digit to select a destination or route for the call. The CCR Table defines the destination associated with digits dialed by the caller in response to the VMIB Announcement (001-100); up to 100 single-level Audio Text menus may be assigned, or multi-level menu structures (maximum 100 levels) can be established using one menu as a destination for the previous level.

1. Press the [PGM] button and dial 260.
2. Use the dial pad to select a CCR Table index, 001-100. The index number is the index of Announcement Table (PGM 259)
3. Press a Flex button (1-12, 10=0, 11=*, 12=#) to assign a route for the associated CCR dialed digit.
4. Use the dial pad for Destination.
5. Press the [SAVE] button to store the data entered.

PGM 260	BTN	RANGE	DEFAULT
CCR TABLE -- The destination of CCR input digit; the destination can be a Station number, Station group number or Feature code. NOTE: For Feature codes, refer to the Numbering Plan for the applicable codes.	1-12	Max 8 digits	-

Customer Call Routing Table (PGM 262)

The system can employ Incoming Calling Line ID (ICLID) to determine the routing of incoming external calls. Each CO/IP Line may be assigned to employ ICLID routing. The System will compare the received ICLID to entries in the ICLID Route Table, and if a match is found, the System will route the call to the destination indicated by the index (bin) number (PGM 181).

1. Press the [PGM] button and dial 260.
2. Use the dial pad to select a CCR Table index, 001-100. The index number is the index of Announcement Table (PGM 259)

3. Press a Flex button (1-12, 10=0, 11=*, 12=#) to assign a route for the associated CCR dialed digit.
4. Use the dial pad for Destination.
5. Press the [SAVE] button to store the data entered.

PGM 262	BTN	RANGE	DEFAULT
ICLID NUMBER -- ICLID used to match the index.	1	24 digits	None
ICLID NAME -- ICLID name that is sent by the System to the destination for the ICLID routed call.	2	16 characters	-
INC CO GROUP NO -- The CO Group Number to apply ICLID route; if not assigned, ICLID is applied to all CO Groups.	3	1-72	-
DAY RING INDEX -- The index to be routed in Day; the Alternative Ring Index (PGM 181).	4	1-80	-
NIGHT RING INDEX -- The index to be routed in Night; the Alternative Ring Index (PGM 181).	5	1-80	-
TIMED RING INDEX -- The index to be routed in Timed; the Alternative Ring Index (PGM 181).	6	1-80	-
TENANT NO -- The tenant number to be applied the ICLID.	7	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1

CLI Conversion Table (PGM 263)

The system can convert Incoming or outgoing CLI using the CLI Conversion Table. The system will compare the received CLI or Calling CLI to the Conversion Table.

1. Press the [PGM] button and dial 263.
2. To select CLI Conversion Table, dial number (1-9).
3. To program CLI Conversion Table, dial the appropriate bin number (01-50), and refer to the Table.
4. Press the Flex button for the desired ICLID Table entry, refer to Table.
5. Press the [SAVE] button to store the Table data entered.

PGM 263	BTN	RANGE	DEFAULT
ORIGINAL CLI -- Original CLI.	1	24 digits	None
CONVERTED CLI -- Converted CLI.	2	24 digits	None

CLI Conversion Table (PGM 264)

The system provides 19 types of tone ports. Each tone port may be selected as a tone type from the Tone Table (PGM 290).

INDEX	FREQUENCY		CADENCE	REPEAT
	FREQ 1	FREQ 2		
01	425 Hz	0 Hz	300 ms ON / 200 ms OFF	255 (Cont.)
02	620	0	200 ms ON / 200 ms OFF / 200 ms ON / 200 ms OFF	255 (Cont.)
03	1000	1020	500 ms ON / 500 ms OFF	3
04	440	0	1 sec ON / 4 sec OFF	255 (Cont.)
05	950	0	1 sec ON / 2 sec OFF	255 (Cont.)
06	950	0	400 ms ON / 100 ms OFF	2
07	950	0	200 ms ON / 200 ms OFF	3
08	1400	0	1200 ms ON / 320 ms OFF	1
09	1400	0	200 ms ON / 200 ms OFF	3
10	350	440	1 sec ON	255 (Cont.)
11	425	0	320 ms ON / 30 ms OFF	255 (Cont.)
12	620	0	200 ms ON / 200 ms OFF	3
13	950	0	100 ms ON / 200 ms OFF	2
14	425	0	200 ms ON / 200 ms OFF / 200 msec ON / 3400 msec OFF	255 (Cont.)
15	620	0	100 ms ON / 100 ms OFF	255 (Cont.)
16	425	620	500 ms ON / 500 ms OFF	255 (Cont.)
17	350	0	1 sec ON	255 (Cont.)
18	425	0	200 ms ON / 200 ms OFF / 200 ms ON / 1400 ms OFF	1
19	1260	1633	500 ms ON / 500 ms OFF	255 (Cont.)

Ring Table (PGM 265)

Each Ring can have 4 different types among 15 Ring. After 4 different ring index programmed, CO line or Station may select one of 4 types.

INDEX	RING NAME
1	Normal Call Ring (Station)
2	Normal Call Ring (CO)
3	Recall Ring (Station)
4	Recall Ring (CO)
5	Forward Call Ring (Station)
6	Forward Call Ring (CO)
7	Transfer Call Ring (Station)
8	Transfer Call Ring (CO)
9	Call Back Indication Ring
10	Wakeup Indication Ring
11	Revertible Ring
12	Paging Call Ring
13	Handsfree Answer Ring
14	Command Call Ring
15	Alert Ring
16	Alarm Ring
17	Fault Ring

Ring Freq/Cadence Table (PGM 266)

INDEX	FREQUENCY		CADENCE	REPEAT
	FREQ 1	FREQ 2		
01	1000	1020	200 ms ON / 200 ms OFF	255 (Cont.)
02	1000	1020	400 ms ON / 2 sec OFF	255 (Cont.)
03	1000	1020	400 ms ON / 600 ms OFF	255 (Cont.)
04	1000	1020	1 sec ON	1
05	1000	1020	800 ms ON / 2400 ms OFF	255 (Cont.)
06	890	910	800 ms ON / 2400 ms OFF	255 (Cont.)
07	1260	1280	800 ms ON / 2400 ms OFF	255 (Cont.)
08	800	820	800 ms ON / 2400 ms OFF	255(Cont.)
09	1000	1020	400 ms ON / 400 ms OFF / 400 ms ON / 2 sec OFF	255(Cont.)
10	890	910	400 ms ON / 400 ms OFF / 400 ms ON / 2 sec OFF	255(Cont.)
11	1260	1280	400 ms ON / 400 ms OFF / 400 ms ON / 2 sec OFF	255(Cont.)
12	800	820	400 ms ON / 400 ms OFF / 400 ms ON / 2 sec OFF	255(Cont.)
13	1000	1020	200 ms ON / 200 ms OFF	255(Cont.)
14	1000	1020	400 ms ON / 400 ms OFF	255(Cont.)
15	1000	1260	300 ms ON / 300 ms OFF	255(Cont.)

Voice Mail Dialing Table (PGM 269)

When an external Voice Mail system is used that employs in-band signaling, a digit sequence must be defined for the system to signal various call characteristics to the Voice Mail system. The voice mail uses the sequences to determine appropriate announcements or further call routing. The Table permits the definition of digits as either a prefix or suffix to other digits (station number for mailbox identification). Sequences are defined for such call characteristics as Put Mail, Get Mail, No Answer call, etc.

1. Press the [PGM] button and dial 269.
2. Use the dial pad to enter a Table entry (1-9), refer to Table.
3. Use the dial pad to select Prefix or Suffix and the digit sequence, use the [MSG/CALLBK] button to enter a Pause, refer to the Table.
4. Press the [SAVE] button to store the data entered.

PGM 269	BTN	RANGE	DEFAULT
VOICE MAIL 1 -- Put Mail code sent when the voice mail is to receive call to record a message.	1	0: Prefix 1: Suffix Any digits	P#
VOICE MAIL 2 -- Get Mail code sent when the voice mail is to playback recorded messages.	2	0: Prefix 1: Suffix Any digits	P##
VOICE MAIL 3 -- Busy Mail code sent when the voice mail is to receive a call while the user is busy.	3	0: Prefix 1: Suffix Any digits	P#*3P
VOICE MAIL 4 -- DND Mail code sent when the voice mail is to receive a call while the user is in DND.	4	0: Prefix 1: Suffix Any digits	P#*4P
VOICE MAIL 5 -- No Answer Mail code sent when the voice mail is to receive a call when the user did not answer.	5	0: Prefix 1: Suffix Any digits	P#*5P
VOICE MAIL 6 -- Error Mail code sent when the voice mail is to receive a call when a dialing error exists.	6	0: Prefix 1: Suffix Any digits	P#*6P
VOICE MAIL 7 --	7	0: Prefix 1: Suffix Any digits	-
VOICE MAIL 8 --	8	0: Prefix 1: Suffix Any digits	-
VOICE MAIL 9 -- Disconnect Mail code sent when the voice mail is to disconnect a call.	9	0: Prefix 1: Suffix Any digits	*****

TENANTS DATA - PGM 270-290

Each tenant on the System can have an Attendant Group. An Attendant group can have up to 5 Attendants.

Attendant Group - PGM 270-272

Attendant Group (PGM 270)

Attendant Stations can be grouped so that calls will search for an idle Attendant in the group. The System allows assignment of the process to be in Circular, Terminal, Ring, Longest Idle modes.

Refer to the following Table for a description of the functions, the LCD displays and data entries required.

1. Press the [PGM] button and dial 270.
2. Use the dial pad to enter the desired tenant number (1-5 for the MBX IP 100 and 1-9 for MBX IP 300).
3. Press the Flex button for the desired setting; refer to the following Table.
4. Use the dial pad to enter the desired Attendant Group data.

NOTE: For group members, enter an attendant number or attendant range. For an individual station press the desired Flex button for the position of the station in the group and dial the attendant number. For a range, enter the first and last station number in the range (only LKD/LDP/LIP model can be assigned).

5. Press the [SAVE] button to store the data entered.

PGM 270	BTN	RANGE	DEFAULT
ATTD GR TYPE -- Defines the type of Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0
ATTD GR NAME -- Defines the name of attendant group.	2	Max 16	-
CO ATD NUMBER -- Defines attendant call number for CO line.	3	Max 4	-
MEMBER ASG -- Assigns stations as members of an Attendant group.	4	-	First Station

Attendant Group Greeting/Queuing (PGM 271)

Each attendant group has available attributes relating to the greeting and queuing announcements, time. The following table provides descriptions for the attributes and the data entries required.

1. Press the [PGM] button and dial 271.
2. Use the dial pad to enter the desired tenant number (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired attribute, refer to Table.
4. Use the dial pad to enter the desired attendant group attributes data, refer to the Table.
5. Press the [SAVE] button to store the data entered.

PGM 271	BTN	RANGE	DEFAULT
GREETING TYPE -- Determines the type of Greeting Tone to be used.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1: Normal
GREETING PLAY -- Determines the Greeting Play time.	2	000-180 (sec)	000
GREETING TONE NO --- Determines the Greeting Tone number when greeting type is set to Normal.	3	01-19	04
GREETING PROMPT/ANNC -- Determines the Greeting Prompt/ Announce Number when Greeting Type is set to Prompt or Announce.	4	001-255	Not Asg
GREETING REPEAT NO -- Determines the number of times the Greeting will repeat.	5	000-100	3
GREETING RPT DELAY -- Determines the length of time the timer will pause before the greeting is repeated.	6	000-100 (seconds)	0

PGM 271	BTN	RANGE	DEFAULT
QUEUING TYPE -- Determines the type of Queuing Tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
QUEUING TIMER -- Determines the Greeting/Queuing Timeout Timer.	8	010-300 (sec)	030
QUEUING TONE NO -- Determines the Queuing Tone number used when Queuing Type is set to Normal.	9	01-19	00
QUEUING PROMPT ANNC -- Determines the Queuing Prompt/ Announce Number when the Queuing Type is set to Prompt or Announce.	10	001-255	Not Asg
QUEUING REPEAT NO -- determines the Queuing Repeat number.	11	000-100	3
GREETING RPT DELAY -- Determines the Pause Timer before Queuing is repeated.	12	000-100 (seconds)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0

PGM 271	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	14	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10: SLT MOH1 11: SLT MOH2 12: SLT MOH3 13: SLT MOH4 14: SLT MOH5	4: INT MOH
SECOND Q. TIMER -- This entry defines the timer for forward destination.	15	000-300 (seconds)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	16	01-19	Not Asg
SECOND PRT ANNCThis entry defines second queuing prompt / annc.Number in case queuing type is PROMPT/ANNC.	17	001-255	Not Asg
SECOND REPEAT NO -- This entry defines second queuing repeat number.	18	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	19	000-100 (seconds)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	20	0-1	0

Attendant Group Attributes (PGM 272)

Each attendant group has available attributes relating to announcements, timers, forward, etc. The table below provides descriptions for the attributes and dthe ata entries required.

1. Press the [PGM] button and dial 272.
2. Use the dial pad to enter the desired tenant number (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired attribute; refer to the Table

4. Use the dial pad to enter the desired attendant group attributes data, refer to the following Table.
5. Press the [SAVE] button to store the data entry.

PGM 272	BTN	RANGE	DEFAULT
CALL IN GREETING -- Determines if call is routed to the Attendant when Greeting Tone is played.	1	0: After Greeting 1: In Greeting	1: In Greeting
MAX QUEUE COUNT -- Determines the Queue count.	2	00-99	05
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
APPLY TIME TYPE -- Determines the time setting for applying the Forward type.	4	0: All 1: Day 2: Night 3: Timed	0: All
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-
WRAP UP TMR -- Determines the Wrap-up Timer; a member is available when this timer expires after a member goes to idle.	6	000-600 (100ms)	5
MEMBER NO ANS TMR -- Determines the No Answer timer; if this timer expires, a call is routed to the next attendant	7	05-60 (seconds)	15
ATD CALL BY STA NO -- This entry defines attendant call by dialing attendant member. 0 : the call for attendant follows normal call. 1: the call for attendant follows attendant group call	8	-	Off
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer expires, a call is routed to the forward destination according to forward type.	9	0-180 (seconds)	0
PROVIDE ANNC-- This entry defines if system answer the call when a greeting or queuing announcement is provided.	10	0: With Answer 1: W/O Answer	0: With Answer

Night Attendant Group - PGM 275-277

Night Attendant Group covers a call while the Attendant station is in an unavailable mode or system goes to night mode.

Night Attendant Group Assign (PGM 275)

Stations can be grouped as night attendant group so that calls will search for an idle station in the night attendant group. The system allows assignment of processes, Circular, Terminal, Ring, and Longest Idle.

Refer to the table below for a description of the functions and the data entries required.

1. Press the [PGM] button and dial 275.
2. Use the dial pad to enter the desired tenant number (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired setting; refer to the following Table.
4. Use the dial pad to enter the desired Attendant Group data.

NOTE: For group members, enter an attendant number or attendant range. For an individual station press the desired Flex button for the position of the station in the group and dial the attendant number. For a range, enter the first and last station number in the range (only LKD/LDP/LIP model can be assigned).

5. Press the [SAVE] button to store the data entered.

PGM 275	BTN	RANGE	DEFAULT
NIGHT ATTD GR TYPE -- NightDetermines the type of Night Attendant group.	1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	0: Terminal
NIGHT ATTD GR NAME -- Determines the name of the night Attendant group.	2	Max 16	-
NIGHT MEMBER ASG -- Assigns Stations as members of a Night Attendant group.	3	-	-

Night Attendant Group Greeting/Queuing (PGM 276)

Each night attendant group has available attributes relating to the greeting and queuing announcements, time. The table provides descriptions for the attributes and the data entries required.

1. Press the [PGM] button and dial 276.
2. Use the dial pad to enter the desired tenant number (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired attribute; refer to the Table
4. Use the dial pad to enter the desired attendant group attributes data, refer to the following Table.
5. Press the [SAVE] button to store the data entry.

PGM 276	BTN	RANGE	DEFAULT
GREETING TYPE -- Determines the type of Greeting Tone to be used.	1	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	1: Normal
GREETING TYPE -- Determines the type of Greeting Tone used.	1	0: Normal 1: Prompt 2: Annc 3: INT MOH 4: EXT MOH	0: Normal
GREETING PLAY -- Determines the Greeting Play time.	2	000-180 (sec)	000
GREETING TONE NO --- Determines the Greeting Tone number when greeting type is set to Normal.	3	01-19	04

PGM 276	BTN	RANGE	DEFAULT
GREETING PROMPT/ANNC -- Determines the Greeting Prompt/ Announce Number when Greeting Type is set to Prompt or Announce.	4	001-255	Not Asg
GREETING REPEAT NO -- Determines the number of times the Greeting will repeat.	5	000-100	3
GREETING RPT DELAY -- Determines the length of time the timer will pause before the greeting is repeated.	6	000-100 (seconds)	0
QUEUING TYPE -- Determines the type of Queuing Tone.	7	1. Normal 2. Prompt 3. Annc 4. INT MOH 5. EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4
QUEUING TIMER -- Determines the Greeting/Queuing Timeout Timer.	8	010-300 (sec)	030
QUEUING TONE NO -- Determines the Queuing Tone number used when Queuing Type is set to Normal.	9	01-19	00
QUEUING PROMPT ANNC -- Determines the Queuing Prompt/ Announce Number when the Queuing Type is set to Prompt or Announce.	10	001-255	Not Asg
QUEUING REPEAT NO -- determines the Queuing Repeat number.	11	000-100	3
GREETING RPT DELAY -- Determines the Pause Timer before Queuing is repeated.	12	000-100 (seconds)	0
QUEUING CCR -- This entry defines CCR option during queuing announcement is provided.	13	0-1	0

PGM 276	BTN	RANGE	DEFAULT
SECOND Q. TYPE -- This entry defines the type of second queuing tone.	14	1: Normal 2: Prompt 3: Annc 4: INT MOH 5: EXT MOH 6: VMIB MOH1 7: VMIB MOH2 8: VMIB MOH3 9: VMIB MOH4 10:SLT MOH1 11:SLT MOH2 12:SLT MOH3 13:SLT MOH4 14:SLT MOH5	4: INT MOH
SECOND Q. TIMER -- This entry defines the timer for forward destination.	15	000-300 (seconds)	30
SECOND TONE NO -- This entry defines second queuing tone number in case queuing type is normal.	16	01-19	Not Asg
SECOND PRT ANNCThis entry defines second queuing prompt / annc.Number in case queuing type is PROMPT/ANNC.	17	001-255	Not Asg
SECOND REPEAT NO -- This entry defines second queuing repeat number.	18	000-100	3
SECOND RPT DELAY -- This entry defines the pause timer before second queuing repeat.	19	000-100 (seconds)	0
SECOND CCR -- This entry defines CCR option during second queuing announcement is provided.	20	0-1	0

Night Attendant Group Attributes (PGM 277)

Each Night Attendant group has available attributes relating to Announcements, Timers, Forward, etc. (refer to the table below for descriptions of the attributes and the data entries required).

1. Press the [PGM] button and dial 277.
2. Use the dial pad to enter the desired Tenant number (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired attribute (refer to Table).
4. Use the dial pad to enter the desired Attendant group attributes data (refer to Table).
5. Press the [SAVE] button to store the data entry.

PGM 277	BTN	RANGE	DEFAULT
CALL IN GREETING -- Determines if call is routed to the Attendant when Greeting Tone is played.	1	0: After Greeting 1: In Greeting	1: In Greeting
MAX QUEUE COUNT -- Determines the Queue count.	2	00-99	05
FORWARD TYPE -- Determines the Forward type to use. 0: Not used 1: Unconditional - call is routed to a forward destination unconditionally. 2: Queuing overflow - call is routed to a forward destination when a queue overflows. 3: Queuing timeout - call is routed to a forward destination when queuing time expires. 4: Queuing all - call is routed to a forward destination when a queue overflows or queuing time expires.	3	0: Not Used 1: Uncond 2: Q Overflow 3: Time out 4: All	0: Not Used
APPLY TIME TYPE -- Determines the time setting for applying the Forward type.	4	0: All 1: Day 2: Night 3: Timed	0: All
FWD DESTINATION -- Determines the forward destination (trunk access code should be included).	5	Max 16 digits	-
WRAP UP TMR -- Determines the Wrap-up Timer; a member is available when this timer expires after a member goes to idle.	6	000-600 (100ms)	5
MEMBER NO ANS TMR -- Determines the No Answer timer; if this timer expires, a call is routed to the next attendant	7	05-60 (seconds)	15

PGM 277	BTN	RANGE	DEFAULT
RING NO ANS TMR -- This entry defines ring no answer timer. If this timer expires, a call is routed to the forward destination according to forward type.	8	0-180 (seconds)	0
PROVIDE ANNC-- This entry defines if system answer the call when a greeting or queuing announcement is provided.	9	0: With Answer 1: W/O Answer	0: With Answer

Tenant Attributes - PGM 280-281

One System can be divided as several systems; each Station and CO line are assigned to a specific Tenant group.

Tenant Attributes I (PGM 280)

Each tenant has available attributes relating to tenant name, retry count of ACNR, Wake Up, Auth etc. (refer to the table below for a description of the functions and the data entries required).

1. Press the [PGM] button and dial 280.
2. Use the dial pad to enter the desired tenant range (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired setting (refer to Table).
4. Use the dial pad to enter the desired flexible button.
5. Press the [SAVE] button to store the data entry.

PGM 280	BTN	RANGE	DEFAULT
TENANT NAME -- Determines the name of Tenant.	1	Max 24	-
TENANT NAME DISPLAY -- Determines the Tenant name to display.	2	0: Off 1: On	0: Off
TIME TABLE INDEX -- Determines Time Table index of tenant group.	3	1-9	1
ACNR RETRY COUNT -- Determines the ACNR retry count.	4	0-5	3
WAKE UP RETRY COUNT -- Determines the Wake Up retry count.	5	0-5	3
WAKE UP RETRY TIME -- Determines the Wake Up retry time (min).	6	00-20	01
AUTH RETRY COUNT -- Determines the AUTH retry count. (Reserved)	7	0-5	3
MULTI-CALL FORWARD SVC COUNT -- determines the Multi-Call forward count.	8	01-10	05

Tenant Attributes II (PGM 281)

Each tenant has available attributes relating to tenant name, retry count of ACNR, Wake Up, Auth etc. (refer to the table below for a description of the functions and the data entries required).

1. Press the [PGM] button and dial 281.
2. Use the dial pad to enter the desired tenant range (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired setting (refer to Table).
4. Use the dial pad to enter the desired flexible button.
5. Press the [SAVE] button to store the data entry.

PGM 281	BTN	RANGE	DEFAULT
CONF MEMBER MANUAL ADD -- Determines if conf-member manual add will be used; when set to ON, each CONF member can be added using the CONF button, when set to OFF, each CONF member will be added automatically.	1	0: Off 1: On	1: On
REDIAL METHOD -- This entry defines the redial method when the User presses the [REDIAL] button. 1: One Touch Call - When [REDIAL] button is pressed, the phone will redial the previously called number. 2: One Touch Log Phone - When [REDIAL] button is pressed on phone with 3-soft button, redialing can be initiated, if phone does not have 3-soft button, a redial list will be displayed. 3: List Dial - When the [REDIAL] button is pressed, redial list is displayed, and user can select which number to redial.	2	0: One Touch Dial 1: One Touch Log Phone 2: List Dial	2: List Dial

PGM 281	BTN	RANGE	DEFAULT
DIAL DIGIT PROCESS -- This entry defines the dial digit processing method. 0: TYPE 1 (R-C-S) - If user dials digits, digit are process as listed: 1) Apply Toll Restriction to all digits including CO access code. 2) Converted 3) Seize CO Line 1: TYPE 2 (C-S-R[A]) - If user dials digits, they are processed as listed: 1) Converted 2) Seize CO Line 3) Apply toll Restriction to all digits including CO access code. 2: TYPE 3 (C-S-R[E]) - If user dials digits, digit are processed as listed: 1) Converted 2) Seize CO Line 3) Apply Toll Restriction external phone number	3	0: Type 1 1: Type 2 2: Type 3	2
XFER TO COS 0 STA -- This entry allows transfer to COS 0 station.	4	0: Off 1: On	1: On
ADD CO ACCESS CODE -- This entry allows add CO Access code to incoming CLI to return the call.	5	0: Off 1: On	1: On
CODEC TYPE -- System Codec type.	6	1: G711 2: G723 3: G729 4: G722	1: G711

PGM 281	BTN	RANGE	DEFAULT
BACKLIGHT USAGE -- This entry allows backlight option of IP Phone with ring mode.	7	0: All Off 1: Day On 2: Night On 3: Timed On 4: D/N On 5: D/T On 6: N/T On 7: All On	0.All Off
CDR PREFIX UNMATCH -- This entry defines default Call Duration Restriction type when a called party number is not matched with prefix table.	8	0: NO CDR 1: Local 2: Long 3: International 4: Dedicate	-

Tenant Group Access (PGM 283)

Stations in a group are allowed or denied the ability to place intercom/CO calls to Stations in other groups on a Group-by-group basis.

1. Press the [PGM] button and dial 283.
2. Use the dial pad to enter the desired Tenant number (1-5 for the MBX IP 100, and 199 for MBX IP 300).
3. Press the Flex button to access/deny tenant.
4. Each Tenant can be programmed to allow or deny call to another tenant.
5. Press the [SAVE] button to store the data entry.

CO Call Restriction - PGM 284-285

The CO Call Time Restriction can be applied differently according to Call types (Local, Long Distance or International Call) based on each Tenant.

Call Duration Restriction I (PGM 284)

Each tenant has attributes relating Call Duration Restriction (CDR) according to call types (refer to the following table for a description of the functions, and data entries required).

1. Press the [PGM] button and dial 284.
2. Use the dial pad to enter the desired Tenant range (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 284	BTN	RANGE	DEFAULT
NORMAL CO LINE -- Determines call restriction for Normal CO line.	1	0: No Restriction 1: All Calls 2: Long/ International 3: Internationa	0: No Restriction
DEDICATED LINE -- Determines the call restriction for TIE line.	2	0: No restriction 1: Restriction	0: No Restriction
LOCAL CALL AFTER R-TIME -- Determines the operation of Local calls after the Restriction timer expires.	3	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone
LONG CALL AFTER R-TIME -- Determines the operation of Long Distance calls after the Restriction timer expires.	4	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone
INTERNAT AFTER R-TIMEDetermines the operation of International calls after the Restriction timer expires.	5	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone
DEDICATED CALL AFTER R-TM -- Determines the operation of TIE calls after the Restriction timer expires.	6	0: Single tone 1: Repeat tone 2: Single tone & Drop	0: Single tone

Call Duration Restriction II (PGM 285)

Each tenant has available attributes relating to the CDR timer according to call types (refer to the table below for a description of the functions and the data entries required).

1. Press the [PGM] button and dial 285.
2. Use the dial pad to enter the desired Tenant range (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Press the Flex button for the desired setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 285	BTN	RANGE	DEFAULT
LOCAL CALL TONE RPT-TIMER -- Determines the Tone Repeat timer of Local calls.	1	010-254	020
LONG CALL TONE RPT TMR --Determines the Tone Repeat timer of Long Distance calls.	2	010-254	020
INTNATION CALL TONE RPT -- Determines the Tone Repeat timer of International calls.	3	010-254	020
DEDICATED CALL TONE RPT -- Determines the Repeat timer of Dedicated Line calls.	4	010-254	020
LOCAL CALL DISC TMR -- Determines entry defines Disconnect timer of Local calls.	5	10-60	15
LONG CALL DISC TMR -- Determines the disconnect timer of Long Distance calls.	6	10-60	15
INTERNATIONAL DISC TMR -- Determines the Disconnect timer of International calls.	7	10-60	15
DEDICATED CALL DISC TMR -- Determines the Disconnect timer of Dedicated Line calls.	8	10-60	15
LOCAL CALL REST TMR -- Determines the Restriction timer of Local calls.	9	001-100	003
LONG CALL REST TMR -- Determines the Restriction timer of Long Distance calls.	10	001-100	003
INTERNATIONAL REST TMR -- Determines the Restriction timer of International calls.	11	001-100	003
DEDICATED CALL REST TMR -- Determines the Restriction timer of Dedicated Line calls.	12	001-100	003

Call Prefix Table - PGM 286-288

The call type for CDR can be applied differently according to the call Prefix Table based on Tenant.

Local Call Prefix Table (PGM 286)

Each tenant has a Local Call Prefix Table relating to CDR.

1. Press the [PGM] button and dial 286.
2. Use the dial pad to enter the desired Tenant range (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Use the dial pad to enter the desired bin number (up to 4 digits can be assigned for local call prefix index).
4. Press the [SAVE] button to store the data entry.

Long Distance Call Prefix Table (PGM 287)

Each tenant has a Long Distance Call Prefix Table relating to CDR.

1. Press the [PGM] button and dial 287.
2. Use the dial pad to enter the desired Tenant range (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Use the dial pad to enter the desired bin number (up to 4 digits can be assigned for the Long Distance call prefix index).
4. Press the [SAVE] button to store the data entry.

International Call Prefix Table (PGM 288)

Each tenant has an International Call Prefix Table relating to CDR.

1. Press the [PGM] button and dial 288.
2. Use the dial pad to enter the desired Tenant range (1-5 for the MBX IP 100, and 1-9 for MBX IP 300).
3. Use the dial pad to enter the desired bin number (up to 4 digits can be assigned for the International call prefix index).
4. Press the [SAVE] button to store the data entry.

Tenant Tone Table (PGM 290)

The system provides 71 tones that can be assigned for use as the normal tone, VMIB prompt/Announcement or internal/external music.

1. Press the [PGM] button and dial 290.
2. Enter tenant range using dial pad. For a single tenant group, just enter the same number twice.
3. To program tone, dial tone index (01 - 73). Refer to the Tone Index Table of Web-Admin (PGM 264).
4. Press the Flex button.

   Flex 1: Tone Type

   Flex 2: Tone Time

   Flex 3: Tone port index (Refer to the TONE PORT Table)

   Flex 4: VMIB Prompt/Announcement Number

   Flex 5: VMIB Prompt/Announcement Repeat Number

   Flex 6: VMIB Prompt/Announcement Repeat Interval
5. Use the dial pad to enter the desired data
6. Press the [SAVE] button to store the Table data entry.

PGM 290	BTN	RANGE	DEFAULT
TONE TYPE -- Designates the Tone type.	1	01: Normal Tone 02: VMIB Prompt 03: VMIB Announcement 04: Internal MOH 05: External MOH 06-09: VMIB MOH 1/2/3/4 10-14: SLT MOH 1-5	01: Normal Tone
TONE TIME -- Determines the amount of time tone is provided.	2	1-600	10
TONE PORT -- Tone port index of PGM 264. The cadence of tone port may be changed by using Web-Admin.	3	1-19	-
PROMPT/ANNC NO -- The VMIB Prompt or Announcement number when tone type is VMIB Prompt or announcement.	4	1-255	-

PGM 290	BTN	RANGE	DEFAULT
PROMPT/ANNC RPT -- The VMIB Prompt or Announcement Repeat number when tone type is VMIB Prompt or announcement.	5	0-100	1
PROMPT/ANNC INTVL -- The VMIB Prompt or Announcement Repeat interval when VMIB Prompt or announcement. Repeat is assigned.	6	0-100	0

Tone Index Table

INDEX	TONE NAME	DESCRIPTION
1	1st Dial Tone	This is provided when station goes off-hook.
2	2nd Dial Tone	This is provided when station presses [TRANS] button during conversation to transfer the call.
3	CO Dial Tone	This is provided to transit CO line if he accesses CO line which does not provide CO Dial Tone.
4	DISA Dial Tone	This is provided to external caller through DISA
5	LCR Virtual Tone	Reserved
6	Digit Conversion Virtual Tone	This is provided when station dials 'Dummy Dial-Tone Digit' in PGM 240.
7	Password Dial Tone	This is provided when station dials conference room number having password.
8	Internal Busy Tone	This is provided to external caller through DID/DISA when he calls the busy station.
9	External Busy Tone	This is provided when station makes a external call to telephone in use.
10	CO Line Busy Tone	This is provided to station when there is no idle CO line.
11	Uncompleted Dial Error Tone	This is provided when station does not dial within inter-digit timer during dialing.
12	DOD Restriction Tone	This is provided when station dials the toll restriction digits.

INDEX	TONE NAME	DESCRIPTION
13	Internal No-Answer Tone	This is provided when the called station does not answer within 'Normal Call Ring Time' of Ring Table.
14	External No-Answer Tone	This is provided when the called external user does not answer.
15	Internal Vacant Error Tone	This is provided when stations calls vacant number.
16	External Vacant Error one	This is provided when stations calls vacant external telephone number.
17	Call Duration Restriction Tone	Reserved
18	Anonymous Call Restriction Tone	Reserved
19	Error Tone (All the other cases)	This is provided in all error cases
20	Relative Blocking	This is provided when station calls the blocked station.
21	Relative Line Lock Out	This is provided when station calls station hearing howling tone
22	Relative Do Not Disturb	This is provided when station calls station in DND.
23	Relative Absence	Reserved
24	Relative Out of Order	Reserved
25	External Relative Out of Order	Reserved
26	External Relative Outgoing Restriction	Reserved
27	Relative Hot Desk Logout	Reserved
28	Howling Tone	This is provided after error tone.
29	1st Ring Back Tone	This is provided when station calls another station.
30	2nd Ring Back Tone	Reserved
31	CO Ring Back Tone	This is provided to external caller if the incoming call is routed to the destination. And it is provided when station calls external call through CO line with 'Provided Ring Back Tone' in PGM 171.
32	Recall Ring Back Tone	Reserved

INDEX	TONE NAME	DESCRIPTION
33	Zone Paging Call Ring Back Tone	This is provided when station makes a paging.
34	Command Call Ring Back Tone	This is provided when station makes a command conference group call
35	Alert Message Wait	This is provided when station goes offhook if message is left
36	Alert Do not Disturb	This is provided when station goes offhook if DND is set
37	Alert Call Forward	This is provided when station goes offhook if Call Forward is set
38	Alert Absence	This is provided when station goes offhook if pre-selected message is set
39	Camp on Alarm	This is provided to station if camp-on is requested.
40	Conference Alarm	This is provided to station if station makes conference call
41	Conference Join	This is provided when station adds conference member
42	Call Wait Alarm	This is provided to station if call-wait is requested.
43	Break In Alarm	Reserved
44	Conference Room In	This is provided when station enters conference room
45	Conference Room Out	This is provided when conference member is deleted.
46	Call Duration Restriction Alarm	This is provided to station with CDR disconnection indication before the forced disconnection.
47	Confirm Tone	This is confirmation tone
48	Single Error Tone	This is provided when stations dials wrong input during programming.
49	Transfer Hold Tone	This is provided to the external user when he is transferred
50	Transfer Hold Tone (Station)	This is provided to the station when he is transferred

INDEX	TONE NAME	DESCRIPTION
51	Camp On Hold Tone (CO)	This is provided to the external user when they are camped on.
52	Camp On Hold Tone (Station)	This is provided to the station when they are camped on.
53	Call Wait Hold Tone (CO)	This is provided to the external user when they are waiting.
54	Call Wait Hold Tone (Station)	This is provided to the station when they are waiting.
55	Normal Hold Tone (CO)	This is provided to the external user in hold.
56	Normal Hold Tone (Station)	This is provided to station in hold.
57	Normal Hold Tone (Attendant)	Reserved
58	Call Park Hold Tone	This is provided to the external user in park.
59	Call Park Hold Tone (Station)	This is provided to the station in park.
60	IC Auto Hold Tone	This is provided when conference member is held.
61	IC Auto Hold Tone (Attendant)	Reserved
62	Command Call Answer Tone	Reserved
63	R2 Normal Outgoing Tone	Reserved
64	R2 Off-net Call Forward Tone	Reserved
65	Wake-up Answer Tone	This is provided when station answers wake-up ring.
66	Service Set Tone	This is provided when station sets programming.
67	DISA Retry Tone	This is provided as DISA retry tone when external user dials wrong digits.
68	ICLID Restrict Tone	Reserved
69	Auto Call Answer Alert Tone	This is provided when station is connected with station in handsfree.
70	VM Interaction Confirm Tone	This is provided when station records his call through USB module.
71	Authorization Code Dial Tone	This is provided when station is requested auth code dial at the call forward assign, walking co and so on.

INDEX	TONE NAME	DESCRIPTION
72	Tenant Dial Tone	Reserved
73	Two-way Record Warning Tone	This is provided to the associate party when station starts call recording

BOARD DATA - PGM 300-310

ISDN Board Attribute (PGM 300)

PRIB and E1R2 boards have some attributes which can be programmed by the Administrator.

1. Press the [PGM] button and dial 300.
2. Enter ISDN slot number with 2 digits.
3. Press the Flex button 1-8 for the desired setting (refer to Table); use the dial pad to enter the required data.
4. Press the [SAVE] button to store the new data.

PGM 300	BTN	RANGE	DEFAULT
CRC CHECK -- Enable CRC check.	1	0: Disable 1: Enable	Enable
NT/TE MODE – After change, the board is automatically restarted.	2	0: TE 1: NT	TE
PORT1 TEI MODE -- TEI mode of BRIB Port 1.	3	N/A	N/A
PORT2 TEI MODE -- TEI mode of BRIB Port 2.	4	N/A	N/A
PORT3 TEI MODE -- TEI mode of BRIB Port 3.	5	N/A	N/A
PORT4 TEI MODE -- TEI mode of BRIB Port 4.	6	N/A	N/A
T1 MODE -- T1 Mode (D4/ESF).	7	0:D4 1:ESF	0
T1 LINE MODE -- T1 Line Mode (B8ZS/AMI).	8	0:B8ZS 1:AMI	B8ZS
T1 PAUSE TIME -- T1 Pause Time.	9	1-9	2
T1 PLS RATE -- T1 PLS Rate.	10	0-3	0
T1 RLS GRD TIME -- T1 release guard time.	11	0-60	20
T1 DT DELAY TIME -- T1 DT Delay time.	12	2-50	10

PGM 300	BTN	RANGE	DEFAULT
T1 WINK TIME -- T1 Wink time.	13	7-15	10
T1 SEIZE TIME -- T1 seize time.	14	0-127	3
T1 RLS TIME -- T1 release time.	15	0-127	7
T1 RING DET TIME -- T1 ring detect time.	16	2-9	2
T1 RING STOP TIME -- T1 ring stop time.	17	10-60	60

ISDN Board - Clock Priority (PGM 301)

In the MBX IP System, Clock synchronization is controlled by the pre-programmed ISDN Clock priority. The first ISDN board becomes the Clock Master board, and if some error occurs to the Clock Master board, the next board automatically takes on the role as Clock Master. After the original master board recovers, the Clock Master board is changed again. If there is no available ISDN board to become a Clock Master board, the System is synchronized with the internal clock.

1. Press the [PGM] button and dial 301.
2. Use the dial pad to enter the desired Slot Numbers.
3. Press the [SAVE] button to store the new data.

IPP Board Attribute (PGM 305)

The VOIB, and VMIB boards have some attributes that can be programmed by the Administrator.

1. Press the [PGM] button and dial 305.
2. Enter desired Slot Number with 2 digits.
3. Press the Flex 1-6 for the desired setting (refer to Table).
4. Use the dial pad to enter the required data.
5. Press the [SAVE] button to store the new data.

PGM 305	BTN	RANGE	DEFAULT
IP ADDR -- IP Address of selected slot,	1	IP Address	10.10.10.# (#:slot number)
ROUTER IP ADDR -- Router IP Address of selected slot.	2	IP Address	0.0.0.0
SUBNET MASK -- Subnet Mask of selected slot.	3	IP Address	255.255.255.0

PGM 305	BTN	RANGE	DEFAULT
DHCP USAGE -- DHCP Usage.	4	0:Off 1:On	Off
T38 USAGE -- T38 Usage.	5	0:Off 1:On	Off
RTP SECURITY -- RTP SecurityUsage.	6	0:Off 1:On	Off
VLAN -- VLan	7	0000-4096	None
PRIORITY -- Priority	8	0-7	0
DIFFSERV -- Diffserv	9	00-63	0

Reset Board (PGM 310)

Each board in the system can be reset with this menu.

1. Press the [PGM] button and dial 310.
2. Enter desired Slot Number with 2 digits.
3. Press the [SAVE] button to reset the board.

NETWORKING DATA - PGM 320-321

Net Basic Attribute (PGM 320)

The Network Basic Attributes are displayed and the PGM 320 table provides general descriptive information and input ranges.

1. Press the [PGM] button and dial 320.
2. Press the Flex 1-10 for the desired setting (refer to Table).
3. Use the dial pad to enter the required data.
4. Press the [SAVE] button to store the new data.

PGM 320	BTN	RANGE	DEFAULT
NET ENABLE -- Enable Networking function.	1	0:Off 1:On	Off
NET CNIP ENABLE -- The name of the calling station is sent to the called System between MBX IP systems. CNIP is displayed at the called party Stations display based on the programming.	2	0:Off 1:On	On

PGM 320	BTN	RANGE	DEFAULT
NET CONP ENABLE -- Reserved for future usage.	3	0:Off 1:On	Off
NET SIGNAL METHOD -- Select the information element type for QSIG supplementary service message.	4	0:UUS 1:FAC	UUS
NET CC RETAIN -- If this value is set to ON, the signaling of call completion retain mode is executed. Used for networking supplementary signaling type of the call completion.	5	0:Off 1:On	Off
BLF USAGE -- Used to set Networking BLF service.	6	0:Off 1:On	Off
TCP PORT FOR BLF -- TCP Port for sending BLF message to BLF Manager.	7	9000-9999	9000
UDP PORT FOR BLF -- UDP Port for sending BLF message to BLF Manager.	8	9000-9999	9001
DURATION OF BLF STS -- Duration for sending the BLF status message to the BLF Server.	9	01-99	10
BLF MANAGER IP -- IP Address of BLF Server used only when 0 MBX IP is configured with MBX IP systems for Voce Networking (Reserved).	10	-	0.0.0.0

Net Numbering Plan Table (PGM 321)

1. Press the [PGM] button and dial 321.
2. Use the dial pad to enter the 3-digit Table index (bin) number, 001-250.
3. Press the Flex button, 1-10 for the desired setting, refer to following Table.
4. Use the dial pad to enter the required data, refer to the following Table.
5. Press the [SAVE] button to store the new data.

PGM 321	BTN	RANGE	DEFAULT
NUMBER TYPE -- Select Number Type	1	0: Net 1: Transit	Net
NUM PLAN CODE -- 'X' means any digits can be inserted between 0-9. (Select 'MUTE" button to input X).	2	8 digits	-
CO GROUP NO -- CO Group Number	3	01-72	-
AND DIGIT -- AND (Automatic Network Dialing) Digit	4	10 digits	-

PGM 321	BTN	RANGE	DEFAULT
DIGIT REPEAT -- Determine if AND digit is included in the SETUP message or not.	5	0: Off 1: On	Off
DIGIT SENDING -- Select digit sending mode (Overlap or Enblock)	6	0: Overlap 1: Enblock	Overlap
VOIP CPN INFO -- 1: 001 VOIP CPN INFO 1 2: 001 VOIP CPN INFO 2 3: 001 VOIP CPN INFO 3 4: 001 VOIP CPN INFO 4	7	-	-
BLF SYSTEM IP -- IP Address of BLF Server used only when MBX IP is configured with other systems for Voice Networking	8	-	0.0.0.0
BLF SYSTEM PORT -- UDP port for sending BLF message to BLF Manager.	9	-	9500
FIREWALL ROUTING -- Select IP address (Firewall IP address or Non-firewall IP address). If the destination system is in same VPN then Non-firewall IP address should be sent. Otherwise the firewall IP address should be sent. ON: Send firewall IP address OFF: Send Non-firewall (Internal) IP address	10	0: Off 1: On	On

TNET, CENTRALIZED NETWORKING - PGM 330-335

In a Centralized Control TNET (Transparent Networking), remote devices may be registered to a Central MFIM (CM) and to a Local MFIM (LM). In this way, the CM maintains control of the remote device. Should the WAN connection between an LM and CM fail (2 sec. polling error), the LM will initiate operational control of the locally registered devices. Calls between the systems (CM & LM) can automatically shift to PSTN Modules registered with the LM for Fail-over operation. The configuration and characteristics of LMs and CM are configurable as is Fail-over operation.

This feature is not available at this time ....

TNET Basic Attributes (PGM 330)

Each MFIM in a Central Control network environment must be enabled for TNET operation in order to function as part of the network.

1. Press the [PGM] button and dial 330.
2. Press Flex.
3. Use the dial pad to enable or disable TNET, Central Control networking.
4. Press the [SAVE] button to store the new data.

PGM 330	BTN	RANGE	DEFAULT
T-NET ENABLE -- enable T-NET function.	1	0:Off 1:On	Off

TNET CM Attributes (PGM 331)

Each LM (Local MFIM), which is part of a Central Control Network, must be defined with the IP Address of the CM (Central MFIM) as well as the LM configuration data that will be sent to the CM at the time the LM registers with the CM. The port counts define the ports, which are allocated in the CM database for use by devices registered to the LM. The number of ports defined in the database of each LM must be equal or less than the ports defined in the CM for the LM (refer to PGM 332), in order to register properly.

1. Press the [PGM] button and dial 331.
2. Press the Flex button, 1-6 for the desired setting (refer to Table)
3. Use the dial pad to enter the required data (refer to Table).
4. Press the [SAVE] button to store the new data.

PGM 331	BTN	RANGE	DEFAULT
CH REGISTER REQ -- determines if the LM will attempt registration with the CM; must be set to ON for proper registration.	1	0:Off 1:On	On
CH IP ADDRESS -- This field defines the IP address of the CM that will be used by the LM.	2	IPv4 address	0.0.0.0
CH IPKTS PORT -- In the TNET environment, the IPKTS protocol signaling UDP port is defined; at present, this field is not used, do not change this port number.	3	0001-9999	5588
CH TOTAL PORT -- Determines if the total number of Ports the LM will request will be allocated by the CM for devices attached to the LM; this value must be equal to, or less than the port count in the CM for the LM devices.	4	000-999	000
POLLING COUNT -- This field defines the maximum polling failures an LM considers a WAN fault.	5	00-99	05
POLLING INTERVAL -- This field defines the interval time between LM to CM polling attempts.	6	00-99	02

This feature is not available at this time ...
This feature is not available at this time ...

FoPSTN Attributes (PGM 333)

The Fail-over function allows the systems in a Centralized Control network (TNET) environment to complete calls from System to System over a PSTN (analog or digital) line should the WAN connection to the CM fail. A CO gateway Module must be registered to the LM for local control and access to CO services. Users may call others in the normal manner and the call is routed over CO facilities to the remote CM. When calls are directed to a DID line at the receiving system, the system will select a line from the assigned CO Group and dial the Tel Number with the station number dialed as the trailing digits.

1. Press the [PGM] button and dial 333.
2. Press the Flex 1-3 for the desired setting (refer to Table).

   Flex 1: Enable or disable FO.

   Flex 2: Press the [SAVE] button to reset the FO Table.

   Flex 3: dial the Table bin number to input data.
3. For Flex 3, use the dial pad to enter the required data (refer to Table).
4. Press the [SAVE] button to store the new data.

This feature is not available at this time ...

PGM 333	BIN	RANGE	DEFAULT
ENABLE FoPSTN -- Determines if Fail-over operation is enabled or disabled from the CM or LM.	1	0:Off 1:On	-
INIT FoPSTN TABLE -- Determines how to initialize the FO Table.	2	-	-
FoPSTN Attributes	3	1-100 (MBX IP-100) 1-200 (MBX IP-300)	-
FoPSTN NUM PLAN -- Station numbers associated with the remote System.	3-1	Max 16	-
FoPSTN CO GROUP -- Determines the CO Group of the Local System that will be used to place calls to the stations entered in the FO Numbering Plan, should a WAN failure occur.	3-2	1-24 (MBX IP-100) 1-72 (MBX IP-300)	-
FoPSTN TEL NUMBER -- Determines the telephone number the System should dial to place a call to the Stations entered in the FO Numbering Plan, should WAN failure occur.	3-3	Max 10	-

This feature is not available at this time ...

Board TNET Attributes (PGM 334)

When a board or MBX IP-gateway module is to be connected in a Centralized Control network (TNET), the TNET operation of board or MBX IP-gateway module can be enabled or disabled.

1. Press the [PGM] button and dial 334.
2. Enter Slot No.
3. Use the dial pad to enable or disable TNET, Central Control networking.
4. Press the [SAVE] button to store the new data.

IP Phone TNET Attributes (PGM 335)

When an IP-Phone is to be connected in a Centralized Control network (TNET), the TNET operation of the IP-Phone can be enabled or disabled.

1. Press the [PGM] button and dial 335.
2. Enter Bin No. of IP Phone (001-108 for MBX IP-100, 001-324 for MBX IP 300).
3. Use the dial pad to enable or disable TNET, Central Control networking.
4. Press the [SAVE] button to store the new data.

This feature is not available at this time ...

H.323 DATA - PGM 360-363

The MPB incorporates a 4-channel VoIU. The VOIB8 provides up to eight (8) VoIP channels and the VOIB24 provides up to 24 VOIP channels. These VOIP channels are used for Distributed Networking, access to SIP or H.323 networks and for remote MBX IP devices.

When VOIP channels are used for H.323 Calls, the following items should be assigned.

H.323 Routing Attributes (PGM 360)

To make a direct H.323, the System assigns an unique number to each H323 IP-Address; direct H.323 can be made by dialing the assigned number.

1. Press the [PGM] button and dial 360.
2. Enter the CO Group Number.
3. Enter the Prefix bin no (01-50).
4. Press Flex 1 or 2, and dial the desired data.
5. Press the [SAVE] button to store the new data.

PGM 360	BTN	RANGE	DEFAULT
DIGIT (1) -- destination numbers associated with the H.323 routing system.	1	Max 8 digits	-
DEST IP ADDR -- destination IP address associated with the H.323 routing system.	2	-	0.0.0.0

H.323 Call Setup Info (PGM 361)

When the Standard H.323 VoIP protocol is employed for an external VoIP call, several attributes of these channels can be assigned. The H.323 Call Set-up mode and tunneling (H.245 Encapsulation) can be established. Also for H.323 support, a Registration, Admissions and Status (RAS) channel can be defined. The RAS channel IP addresses (uni-cast and multi-cast) as well as the IP port Numbering Plan and other H.323 set-up characteristics are defined.

H323 Call Set-up allows configuring the IP TOS bit for Diffserv, a commonly recognized packet prioritization protocol. Higher priority packets are given priority in the Router or Layer 3 Switch queue. However, they are the first to be discarded in the event of long queue delays, which may cause excess packet loss and poor voice quality (refer to Table for a description of the features and the input required).

1. Press the [PGM] button and dial 361.
2. Use the dial pad to enter the CO group number
3. Press the desired Flex button (refer to Table).
4. Use the dial pad to enter the desired data (refer to Table).
5. Press the [SAVE] button to store the data entry.

PGM 361	BTN	RANGE	DEFAULT
SETUP MODE -- H.323 IP calls can be set-up using the H.323 Normal or Fast Start mode.	1	0:Normal 1:Fash Mode	Fash Mode
TUNNEL MODE -- H.323 IP calls can be set-up using the H.245 Encapsulation (Tunneling).	2	0:Off 1:On	On
DTMF SEND MODE -- during a connection, DTMF digits can be sent In-band or Out of band (H.245).	3	0:Inband 1:RFC2833 2:Out	Inband
DIFF SERV -- Diffserv pre-tagging for Voice packet. NOTE: High values may cause high packet discard levels.	4	0-63	4
G.711A CODEC -- usage of G.711A Codec Type.	5	0:Not Use 1:Use	Not Use

PGM 361	BTN	RANGE	DEFAULT
G.711U CODEC -- usage of G.711U Codec Type.	6	0:Not Use 1:Use	Not Use
G.729 CODEC -- usage of G.729 Codec Type.	7	0:Not Use 1:Use	Not Use
G.723 CODEC -- usage of G.723.1 Codec Type.	8	0:Not Use 1:Use	Not Use
GK USED -- used to determine if Gatekeeper will be used.	9	0:Off 1:On	Off

H.323 Incoming Attributes (PGM 362)

To get the direct H.323, the From IP-Address and the CO Group number to be routed should be assigned.

1. Press the [PGM] button and dial 362.
2. Enter Bin Number.
3. Press the desired Flex button and enter the appropriate data.
4. Press the [SAVE] button to store the new data.

PGM 362	BTN	RANGE	DEFAULT
FROM IP-- IP address associated with H,323 incoming calls.	1	-	0.0.0.0
INCOMING CO GRP NUM -- CO group number associated with H.323 incoming calls.	2	01-72	-

GK Setup Info (PGM 363)

1. Press the [PGM] button and dial 363.
2. Press the desired Flex button, refer to the following Table.
3. Press the [SAVE] button to store the new data.

PGM 363	BTN	RANGE	DEFAULT
GK USAGE -- Determines if MPB will be used as a GateKeeper.	1	0:Off 1:On	Off
LIGHT RRQ USAGE -- The System can be set to use the simple Registration Request (RRQ) message (ON) or the full RRQ message (OFF).	2	0:Off 1:On	Off
MULTI GK IP -- Multi-cast IP address for RAS Information of Gatekeeper.	3	IP Address	0.0.0.0
MULTI GK PORT -- Multi-cast IP Port for RAS Information of Gatekeeper.	4	IP Port # (0-999)	0
UNI GK IP -- Uni-cast IP address for RAS Information of Gatekeeper.	5	IP Address	0.0.0.0
UNI GK PORT -- Uni-cast IP Port for RAS Information of Gatekeeper.	6	IP Port # (0-999)	1719
KEEP ALIVE TIME -- The System will cycle a polling message at the culmination of the KEEP ALIVE TIME (sec.) to verify the status of the connection.	7	1-1000	120
GATEWAY PREFIX -- The Numbering Plan for Calling Number in RAS Setup.	8	Max 25 digits	-
H.323 GATEWAY ID -- The GateKeeper ID (Keyset Admin=up to 24 digits can be checked or programmed).	9	Max 129 digits	-

GAIN & CADENCE CONTROL - PGM 400-440

DKT RX Gain (PGM 400)

The RX gain of DKT can be adjusted (refer to Table for setting values).

1. Press the [PGM] button and dial 400.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 400	BTN	RANGE	DEFAULT
DKT RX GAIN -- DKT RX gain from DKT.	1	0-63	26
DKT RX GAIN -- DKT RX gain from SLT.	2	0-63	22
DKT RX GAIN -- DKT RX gain from DECT.	3	0-63	26
DKT RX GAIN -- DKT RX gain from IPDEV.	4	0-63	26
DKT RX GAIN -- DKT RX gain from Analog CO.	5	0-63	26
DKT RX GAIN -- DKT RX gain from Digital CO.	6	0-63	33
DKT RX GAIN -- DKT RX gain from VMIB.	7	0-63	29
DKT RX GAIN -- DKT RX gain from DTMF.	8	0-63	08
DKT RX GAIN -- DKT RX gain from TONE.	9	0-63	32
DKT RX GAIN -- DKT RX gain from MUSIC.	10	0-63	29

SLT RX Gain (PGM 401)

The RX gain of SLT can be adjusted (refer to Table for setting values).

1. Press the [PGM] button and dial 401.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 401	BTN	RANGE	DEFAULT
SLT RX GAIN -- SLT RX gain from DKT.	1	0-63	32
SLT RX GAIN -- SLT RX gain from SLT.	2	0-63	32

PGM 401	BTN	RANGE	DEFAULT
SLT RX GAIN -- SLT RX gain from DECT.	3	0-63	32
SLT RX GAIN -- SLT RX gain from IPDEV.	4	0-63	33
SLT RX GAIN -- SLT RX gain from Analog CO.	5	0-63	32
SLT RX GAIN -- SLT RX gain from Digital CO.	6	0-63	44
SLT RX GAIN -- SLT RX gain from VMIB.	7	0-63	40
SLTSLT RX GAIN -- SLT RX gain from DTMF.	8	0-63	28
SLT RX GAIN -- SLT RX gain from TONE.	9	0-63	38
SLT RX GAIN -- SLT RX gain from MUSIC.	10	0-63	40

DECT RX Gain (PGM 402)

The RX gain of DECT can be adjusted (refer to Table for setting values).

1. Press the [PGM] button and dial 402.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 402	BTN	RANGE	DEFAULT
DECT RX GAIN -- DECT RX gain from DKT.	1	0-63	26
DECT RX GAIN -- DECT RX gain from SLT.	2	0-63	33
DECT RX GAIN -- DECT RX gain from DECT.	3	0-63	26
DECT RX GAIN -- DECT RX gain from IPDEV.	4	0-63	26
DECT RX GAIN -- DECT RX gain from Analog CO.	5	0-63	38
DECT RX GAIN -- DECT RX gain from Digital CO.	6	0-63	33
DECT RX GAIN -- DECT RX gain from VMIB.	7	0-63	29
DECT RX GAIN -- DECT RX gain from DTMF.	8	0-63	8
DECT RX GAIN -- DECT RX gain from TONE.	9	0-63	37
DECT RX GAIN -- DECT RX gain from MUSIC.	10	0-63	29

IP-Phone RX Gain (PGM 403)

The RX gain of IP-Phone can be adjusted.

1. Press the [PGM] button and dial 403.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 403	BTN	RANGE	DEFAULT
IP-PHONE RX GAIN -- IP-PHONE RX gain from DKT.	1	0-63	26
IP-PHONE RX GAIN -- IP-PHONE RX gain from SLT.	2	0-63	33
IP-PHONE RX GAIN -- IP-PHONE RX gain from DECT.	3	0-63	26
IP-PHONE RX GAIN -- IP-PHONE RX gain from IPDEV.	4	0-63	26
IP-PHONE RX GAIN -- IP-PHONE RX gain from Analog CO.	5	0-63	38
IP-PHONE RX GAIN -- IP-PHONE RX gain from Digital CO.	6	0-63	33
IP-PHONE RX GAIN -- IP-PHONE RX gain from VMIB.	7	0-63	29
IP-PHONE RX GAIN -- IP-PHONE RX gain from DTMF.	8	0-63	8
IP-PHONE RX GAIN -- IP-PHONE RX gain from TONE.	9	0-63	37
IP-PHONE RX GAIN -- IP-PHONE RX gain from MUSIC.	10	0-63	29

Analog CO RX Gain (PGM 404)

The RX gain of Analog CO can be adjusted.

1. Press the [PGM] button and dial 404.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 404	BTN	RANGE	DEFAULT
ACO RX GAIN -- ACO RX gain from DKT.	1	0-63	40
ACO RX GAIN -- ACO RX gain from SLT.	2	0-63	32
ACO RX GAIN -- ACO RX gain from DECT.	3	0-63	31
ACO RX GAIN -- ACO RX gain from IPDEV.	4	0-63	33

PGM 404	BTN	RANGE	DEFAULT
ACO RX GAIN -- ACO RX gain from Analog CO.	5	0-63	32
ACO RX GAIN -- ACO RX gain from Digital CO.	6	0-63	38
ACO RX GAIN -- ACO RX gain from VMIB.	7	0-63	37
ACO RX GAIN -- ACO RX gain from DTMF.	8	0-63	42
ACO RX GAIN -- ACO RX gain from TONE.	9	0-63	37
ACO RX GAIN -- ACO RX gain from MUSIC.	10	0-63	37

Digital CO RX Gain (PGM 405)

The RX gain of Digital CO can be adjusted.

1. Press the [PGM] button and dial 405.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 405	BTN	RANGE	DEFAULT
DCO RX GAIN -- DCO RX gain from DKT.	1	0-63	26
DCO RX GAIN -- DCO RX gain from SLT.	2	0-63	26
DCO RX GAIN -- DCO RX gain from DECT.	3	0-63	26
DCO RX GAIN -- DCO RX gain from IPDEV.	4	0-63	33
DCO RX GAIN -- DCO RX gain from Analog CO.	5	0-63	15
DCO RX GAIN -- DCO RX gain from Digital CO.	6	0-63	32
DCO RX GAIN -- DCO RX gain from VMIB.	7	0-63	32
DCO RX GAIN -- DCO RX gain from DTMF.	8	0-63	32
DCO RX GAIN -- DCO RX gain from TONE.	9	0-63	32
DCO RX GAIN -- DCO RX gain from MUSIC.	10	0-63	32

VMIB RX Gain (PGM 406)

The RX gain of VMIB can be adjusted.

1. Press the [PGM] button and dial 406.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 406	BTN	RANGE	DEFAULT
VMIB RX GAIN -- VMIB RX gain from DKT.	1	0-63	26
VMIB RX GAIN -- VMIB RX gain from SLT.	2	0-63	29
VMIB RX GAIN -- VMIB RX gain from DECT.	3	0-63	23
VMIB RX GAIN -- VMIB RX gain from IPDEV.	4	0-63	32
VMIB RX GAIN -- VMIB RX gain from Analog CO.	5	0-63	32
VMIB RX GAIN -- VMIB RX gain from Digital CO.	6	0-63	32
VMIB RX GAIN -- VMIB RX gain from VMIB.	7	0-63	32
VMIB RX GAIN -- VMIB RX gain from DTMF.	8	0-63	32
VMIB RX GAIN -- VMIB RX gain from TONE.	9	0-63	32
VMIB RX GAIN -- VMIB RX gain from MUSIC.	10	0-63	32

External Page RX Gain (PGM 407)

The RX gain of External Page can be adjusted.

1. Press the [PGM] button and dial 407.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 407	BTN	RANGE	DEFAULT
EXT PAGE RX GAIN -- External PAGE RX gain from DKT.	1	0-63	26
EXT PAGE RX GAIN -- External PAGE RX gain from SLT.	2	0-63	26
EXT PAGE RX GAIN -- External PAGE RX gain from DECT.	3	0-63	26
EXT PAGE RX GAIN -- External PAGE RX gain from IPDEV.	4	0-63	32

PGM 407	BTN	RANGE	DEFAULT
EXT PAGE RX GAIN -- External PAGE RX gain from Analog CO.	5	0-63	28
EXT PAGE RX GAIN -- External PAGE RX gain from Digital CO.	6	0-63	37
EXT PAGE RX GAIN -- External PAGE RX gain from VMIB.	7	0-63	37
EXT PAGE RX GAIN -- External PAGE RX gain from DTMF.	8	0-63	32
EXT PAGE RX GAIN -- External PAGE RX gain from TONE.	9	0-63	32
EXT PAGE RX GAIN -- External PAGE RX gain from MUSIC.	10	0-63	32

DSP RX Gain (PGM 415)

The RX gain of DSP can be adjusted (refer to Table for setting values).

1. Press the [PGM] button and dial 407.
2. Press the desired Flex button (refer to Table).
3. Use the dial pad to enter desired data for the attribute setting (refer to Table).
4. Press the [SAVE] button to store the data entry.

PGM 415	BTN	RANGE	DEFAULT
DSP RX GAIN -- DSP RX gain from DTMF (A).	1	0-63	32
DSP RX GAIN -- DSP RX gain from DTMF (D).	2	0-63	32
DSP RX GAIN -- DSP RX gain from CPT.	3	0-63	32
DSP RX GAIN -- DSP RX gain from CID (FSK).	4	0-63	32
DSP RX GAIN -- DSP RX gain from CID (DTMF).	5	0-63	32
DSP RX GAIN -- DSP RX gain from RCID.	6	0-63	36
DSP RX GAIN -- DSP RX gain from SMS (ACO).	7	0-63	32
DSP RX GAIN -- DSP RX gain from SMS (SLT).	8	0-63	32

RTP RX Gain (PGM 420-426)

Each device can adjust its own RTP RX gain from other devices (refer to the tables below for RTP RX gain adjustment of devices).

1. Press the [PGM] button and dial.

   420: SLTM RX RTP GAIN

   421: DTIM(HS) RX RTP GAIN

   422: DTIM(HF) RX RTP GAIN

   423: IP-Phone(HS) RX RTP GAIN

   424: IP-Phone(HF) RX RTP GAIN

   425: WIT RX RTP GAIN

   426: VOIB RX RTP GAIN
2. Press the desired Flex button (refer to the tables below).
3. Use the dial pad to enter the desired data for the attribute setting (refer to the Tables below).
4. Press the [SAVE] button to store the data entry.

SLTM RX RTP Gain (PGM 420)

PGM 420	BTN	RANGE	DEFAULT
SLTM RX RTP GAIN -- SLTM RX gain from SLTM.	1	0-63	34
SLTM RX RTP GAIN -- SLTM RX gain from DTIM (HS).	2	0-63	34
SLTM RX RTP GAIN -- SLTM RX gain DTIM (HF).	3	0-63	34
SLTM RX RTP GAIN -- SLTM RX gain from IP PHONE (HS).	4	0-63	34
SLTM RX RTP GAIN -- SLTM RX gain from IP PHONE (HF).	5	0-63	34
SLTM RX RTP GAIN -- SLTM RX gain from WIT.	6	0-63	34
SLTM RX RTP GAIN -- SLTM RX gain from VOIB.	7	0-63	34

DTIM (HS) RX RTP Gain (PGM 421)

PGM 421	BTN	RANGE	DEFAULT
DTIM RX HS RTP GAIN -- DTIM (HS) RX gain from SLTM.	1	0-63	34
DTIM RX HS RTP GAIN -- DTIM (HS) RX gain from DTIM (HS).	2	0-63	34
DTIM RX HS RTP GAIN -- DTIM (HS) RX gain DTIM (HF).	3	0-63	34
DTIM RX HS RTP GAIN -- DTIM (HS) RX gain from IP PHONE (HS).	4	0-63	34
DTIM RX HS RTP GAIN -- DTIM (HS) RX gain from IP PHONE (HF).	5	0-63	34
DTIM RX HS RTP GAIN -- DTIM (HS) RX gain from WIT.	6	0-63	34
DTIM RX HS RTP GAIN -- DTIM (HS) RX gain from VOIB.	7	0-63	34

DTIM (HF) RX RTP Gain (PGM 422)

PGM 422	BTN	RANGE	DEFAULT
DTIM RX HF RTP GAIN -- DTIM (HF) RX gain from SLTM.	1	0-63	34
DTIM RX HF RTP GAIN -- DTIM (HF) RX gain from DTIM (HS).	2	0-63	34
DTIM RX HF RTP GAIN -- DTIM (HF) RX gain DTIM (HF).	3	0-63	34
DTIM RX HF RTP GAIN -- DTIM (HF) RX gain from IP PHONE (HS).	4	0-63	34
DTIM RX HF RTP GAIN -- DTIM (HF) RX gain from IP PHONE (HF).	5	0-63	34
DTIM RX HF RTP GAIN -- DTIM (HF) RX gain from WIT.	6	0-63	34
DTIM RX HF RTP GAIN -- DTIM (HF) RX gain from VOIB.	7	0-63	34

IP-Phone (HS) RX RTP Gain (PGM 423)

PGM 423	BTN	RANGE	DEFAULT
LIP RX HS RTP GAIN -- IP-PHONE (HS) RX gain from SLTM.	1	0-63	34
LIP RX HS RTP GAIN -- IP-PHONE (HS) RX gain from DTIM (HS).	2	0-63	34
LIP RX HS RTP GAIN -- IP-PHONE (HS) RX gain DTIM (HF).	3	0-63	34
LIP RX HS RTP GAIN -- IP-PHONE (HS) RX gain from IP PHONE (HS).	4	0-63	34
LIP RX HS RTP GAIN -- IP-PHONE (HS) RX gain from IP PHONE (HF).	5	0-63	34

PGM 423	BTN	RANGE	DEFAULT
LIP RX HS RTP GAIN -- IP-PHONE (HS) RX gain from WIT.	6	0-63	34
LIP RX HS RTP GAIN -- IP-PHONE (HS) RX gain from VOIB.	7	0-63	34

IP-Phone (HF) RX RTP Gain (PGM 424)

PGM 424	BTN	RANGE	DEFAULT
LIP RX HF RTP GAIN -- IP-PHONE (HF) RX gain from SLTM.	1	0-63	34
LIP RX HF RTP GAIN -- IP-PHONE (HF) RX gain from DTIM (HS).	2	0-63	34
LIP RX HF RTP GAIN -- IP-PHONE (HF) RX gain DTIM (HF).	3	0-63	34
LIP RX HF RTP GAIN -- IP-PHONE (HF) RX gain from IP PHONE (HS).	4	0-63	34
LIP RX HF RTP GAIN -- IP-PHONE (HF) RX gain from IP PHONE (HF).	5	0-63	34
LIP RX HF RTP GAIN -- IP-PHONE (HF) RX gain from WIT.	6	0-63	34
LIP RX HF RTP GAIN -- IP-PHONE (HF) RX gain from VOIB.	7	0-63	34

WIT RX RTP Gain (PGM 425)

PGM 425	BTN	RANGE	DEFAULT
WIT RX RTP GAIN -- WIT RX gain from SLTM.	1	0-63	34
WIT RX RTP GAIN -- WIT RX gain from DTIM (HS).	2	0-63	34
WIT RX RTP GAIN -- WIT RX gain DTIM (HF).	3	0-63	34
WIT RX RTP GAIN -- WIT RX gain from IP PHONE (HS).	4	0-63	34
WIT RX RTP GAIN -- WIT RX gain from IP PHONE (HF).	5	0-63	34
WIT RX RTP GAIN -- WIT RX gain from WIT.	6	0-63	34
WIT RX RTP GAIN -- WIT RX gain from VOIB.	7	0-63	34

VOIB RX RTP Gain (PGM 426)

PGM 425	BTN	RANGE	DEFAULT
VOIB RX RTP GAIN -- VOIB RX gain from SLTM.	1	0-63	34
VOIB RX RTP GAIN -- VOIB RX gain from DTIM (HS).	2	0-63	34
VOIB RX RTP GAIN -- VOIB RX gain DTIM (HF).	3	0-63	34
VOIB RX RTP GAIN -- VOIB RX gain from IP PHONE (HS).	4	0-63	34
VOIB RX RTP GAIN -- VOIB RX gain from IP PHONE (HF).	5	0-63	34
VOIB RX RTP GAIN -- VOIB RX gain from WIT.	6	0-63	34
VOIB RX RTP GAIN -- VOIB RX gain from VOIB.	7	0-63	34

RTP RX Gain (PGM 430-436)

Each device can adjust its own RTP TX gain to another device (refer to the following tables for RTP TX gain adjustment of devices.

1. Press the [PGM] button and dial.
   - 430: SLTM TX RTP GAIN
   - 431: DTIM(HS) TX RTP GAIN
   - 432: DTIM(HF) TX RTP GAIN
   - 433: IP-Phone(HS) TX RTP GAIN
   - 434: IP-Phone(HF) TX RTP GAIN
   - 435: WIT TX RTP GAIN
   - 436: VOIB TX RTP GAIN
2. Press the desired Flex button (refer to the tables below).
3. Use the dial pad to enter desired data for the attribute setting.
4. Press the [SAVE] button to store the data entry.

SLTM TX RTP Gain (PGM 430)

PGM 430	BTN	RANGE	DEFAULT
SLTM TX RTP GAIN -- SLTM TX gain from SLTM.	1	0-63	34
SLTM TX RTP GAIN -- SLTM TX gain from DTIM (HS).	2	0-63	34
SLTM TX RTP GAIN -- SLTM TX gain DTIM (HF).	3	0-63	34
SLTM TX RTP GAIN -- SLTM TX gain from IP PHONE (HS).	4	0-63	34

PGM 430	BTN	RANGE	DEFAULT
SLTM TX RTP GAIN -- SLTM TX gain from IP PHONE (HF).	5	0-63	34
SLTM TX RTP GAIN -- SLTM TX gain from WIT.	6	0-63	34
SLTM TX RTP GAIN -- SLTM TX gain from VOIB.	7	0-63	34

DTIM (HS) TX RTP Gain (PGM 431)

PGM 431	BTN	RANGE	DEFAULT
DTIM TX HS RTP GAIN -- DTIM (HS) TX gain from SLTM.	1	0-63	34
DTIM TX HS RTP GAIN -- DTIM (HS) TX gain from DTIM (HS).	2	0-63	34
DTIM TX HS RTP GAIN -- DTIM (HS) TX gain DTIM (HF).	3	0-63	34
DTIM TX HS RTP GAIN -- DTIM (HS) TX gain from IP PHONE (HS).	4	0-63	34
DTIM TX HS RTP GAIN -- DTIM (HS) TX gain from IP PHONE (HF).	5	0-63	34
DTIM TX HS RTP GAIN -- DTIM (HS) TX gain from WIT.	6	0-63	34
DTIM TX HS RTP GAIN -- DTIM (HS) TX gain from VOIB.	7	0-63	34

DTIM (HF) TX RTP Gain (PGM 432)

PGM 432	BTN	RANGE	DEFAULT
DTIM TX HF RTP GAIN -- DTIM (HF) TX gain from SLTM.	1	0-63	34
DTIM TX HF RTP GAIN -- DTIM (HF) TX gain from DTIM (HS).	2	0-63	34
DTIM TX HF RTP GAIN -- DTIM (HF) TX gain DTIM (HF).	3	0-63	34
DTIM TX HF RTP GAIN -- DTIM (HF) TX gain from IP PHONE (HS).	4	0-63	34
DTIM TX HF RTP GAIN -- DTIM (HF) TX gain from IP PHONE (HF).	5	0-63	34
DTIM TX HF RTP GAIN -- DTIM (HF) TX gain from WIT.	6	0-63	34
DTIM TX HF RTP GAIN -- DTIM (HF) TX gain from VOIB.	7	0-63	34

IP-Phone (HS) TX RTP Gain (PGM 433)

PGM 433	BTN	RANGE	DEFAULT
LIP TX HS RTP GAIN -- IP-PHONE (HS) TX gain from SLTM.	1	0-63	34
LIP TX HS RTP GAIN -- IP-PHONE (HS) TX gain from DTIM (HS).	2	0-63	34

PGM 433	BTN	RANGE	DEFAULT
LIP TX HS RTP GAIN -- IP-PHONE (HS) TX gain DTIM (HF).	3	0-63	34
LIP TX HS RTP GAIN -- IP-PHONE (HS) TX gain from IP PHONE (HS).	4	0-63	34
LIP TX HS RTP GAIN -- IP-PHONE (HS) TX gain from IP PHONE (HF).	5	0-63	34
LIP TX HS RTP GAIN -- IP-PHONE (HS) TX gain from WIT.	6	0-63	34
LIP TX HS RTP GAIN -- IP-PHONE (HS) TX gain from VOIB.	7	0-63	34

IP-Phone (HF) TX RTP Gain (PGM 434)

PGM 434	BTN	RANGE	DEFAULT
LIP TX HF RTP GAIN -- IP-PHONE (HF) TX gain from SLTM.	1	0-63	34
LIP TX HF RTP GAIN -- IP-PHONE (HF) TX gain from DTIM (HS).	2	0-63	34
LIP TX HF RTP GAIN -- IP-PHONE (HF) TX gain DTIM (HF).	3	0-63	34
LIP TX HF RTP GAIN -- IP-PHONE (HF) TX gain from IP PHONE (HS).	4	0-63	34
LIP TX HF RTP GAIN -- IP-PHONE (HF) TX gain from IP PHONE (HF).	5	0-63	34
LIP TX HF RTP GAIN -- IP-PHONE (HF) TX gain from WIT.	6	0-63	34
LIP TX HF RTP GAIN -- IP-PHONE (HF) TX gain from VOIB.	7	0-63	34

WIT TX RTP Gain (PGM 435)

PGM 435	BTN	RANGE	DEFAULT
WIT TX RTP GAIN -- WIT TX gain from SLTM.	1	0-63	34
WIT TX RTP GAIN -- WIT TX gain from DTIM (HS).	2	0-63	34
WIT TX RTP GAIN -- WIT TX gain DTIM (HF).	3	0-63	34
WIT TX RTP GAIN -- WIT TX gain from IP PHONE (HS).	4	0-63	34
WIT TX RTP GAIN -- WIT TX gain from IP PHONE (HF).	5	0-63	34
WIT TX RTP GAIN -- WIT TX gain from WIT.	6	0-63	34
WIT TX RTP GAIN -- WIT TX gain from VOIB.	7	0-63	34

VOIB TX RTP Gain (PGM 436)

PGM 436	BTN	RANGE	DEFAULT
VOIB TX RTP GAIN -- VOIB TX gain from SLTM.	1	0-63	34
VOIB TX RTP GAIN -- VOIB TX gain from DTIM (HS).	2	0-63	34
VOIB TX RTP GAIN -- VOIB TX gain DTIM (HF).	3	0-63	34
VOIB TX RTP GAIN -- VOIB TX gain from IP PHONE (HS).	4	0-63	34
VOIB TX RTP GAIN -- VOIB TX gain from IP PHONE (HF).	5	0-63	34
VOIB TX RTP GAIN -- VOIB TX gain from WIT.	6	0-63	34
VOIB TX RTP GAIN -- VOIB TX gain from VOIB.	7	0-63	34

SLT Ring Cadence (PGM 440)

SLT Ring Cadence can be adjusted (refer to Table for attribute values).

1. Press the [PGM] button and dial 440
2. Press the desired Flex button 1 or 2:

   Flex 1: Configures SLT CO Ring cadence

   Flex 2: Configures SLT ICM Ring cadence

   - For Flex 1, to configure SLT CO Ring cadence, select Flex button (1-10) for the attribute (refer to table below).
   - For Flex button 2, to configure SLT ICM Ring cadence, select Flex button (1-10) for the attribute (refer to the following table).
3. Use the dial pad to enter desired data for the attribute setting (refer to the table below).
4. Press the [SAVE] button to store the data entry.

STL CO Ring Cadence

PGM 440	BTN	RANGE	DEFAULT
CO RING REPEAT -- Determines the number of times the SLT CO ring will repeat; 255 means infinite repetition.	1	0-255	255
CO RING TIME UNIT -- Determines the duration in msec. for ON/OFF ring time.	2	0:10 msec 1:100 msec	100
CO RING 1 ON -- Determines the first ON ring duration.	3	0-255	010
CO RING 1 OFF-- Determines the first OFF ring duration.	4	0-255	040
CO RING 2 ON -- Determines the second ON ring duration.	5	0-255	000
CO RING 2 OFF -- Determines the second OFF ring duration.	6	0-255	000
CO RING 3 ON -- Determines the third ON ring duration.	7	0-255	000
CO RING 3 OFF -- Determines the third OFF ring duration.	8	0-255	000
CO RING 4 ON -- Determines the fourth ON ring duration.	9	0-255	000
CO RING 4 OFF -- Determines the fourth OFF ring duration.	10	0-255	000

SLT ICM Ring Cadence

PGM 440	BTN	RANGE	DEFAULT
ICM RING REPEAT -- Determines the number of times the SLT ICM ring will repeat; 255 means infinite repetition.	1	0-255	255
ICM RING TIME UNIT -- Determines the duration in msec. for ON/OFF ring time.	2	0:10 msec 1:100 msec	100 msec
ICM RING 1 ON -- Define the first ON ring duration.	3	0-255	006
ICM RING 1 OFF-- Define the first OFF ring duration.	4	0-255	002
ICMCO RING 2 ON -- Define the second ON ring duration.	5	0-255	002
ICM RING 2 OFF -- Define the second OFF ring duration.	6	0-255	040
ICM RING 3 ON -- Define the third ON ring duration.	7	0-255	000
ICM RING 3 OFF -- Define the third OFF ring duration.	8	0-255	000
ICM RING 4 ON -- Define the fourth ON ring duration.	9	0-255	000
ICM RING 4 OFF -- Define the fourth OFF ring duration.	10	0-255	000

ACNR Tone Cadence (PGM 441)

ACNR Tone Cadence can be adjusted (refer to Table for attribute values).

1. Press the [PGM] button and dial 441
2. Press the desired Flex button 1-5 (refer to Table).
   Flex 1: Tone Cadence ON
   Flex 2: Tone Cadence OFF
3. Use the dial pad to enter desired data.
4. Press the [SAVE] button to store the data entry.

PGM 441	BTN	RANGE	DEFAULT
DIAL TONE CADENCE -- ACNR Dial Tone Cadence.	1	0-255	-
RINGBACK TONE CADENCE -- ACNR Ringback Tone Cadence	2	0-255	-
BUSY TONE CADENCE -- ACNR Busy Tone Cadence	3	0-255	-
ERROR TONE CADENCE -- ACNR Error Tone Cadence	4	0-255	-
LCR DIAL TONE CADENCE -- ACNR LCR Tone Cadence	5	0-255	-

DB INITIALIZATION (PGM 499)

1. Programmed database can be initialized selectively to default
2. Press the [PGM] button and dial 499.
3. Press the Flex button for the desired Attribute (refer to Table).
4. Use the dial pad to enter the required range if needed.
5. Press the [SAVE] button to initialize the selected database.

PGM 499	BTN	RANGE	DEFAULT
INIT STATION DATA -- Initializes Station-based data (except flexible button data),	1	Desired station range (initialize whole data when no range)	-
INIT STATION DATA -- Initializes Station-based data (except flexible button data),	2	Desired station range (initialize whole data when no range)	-

PGM 499	BTN	RANGE	DEFAULT
INIT STATION DATA -- Initializes Station-based data (except flexible button data),	3	Desired station range (initialize whole data when no range)	-
INIT STATION DATA -- Initializes flexible button data,	4	-	-
INIT STATION DATA -- Initializes CO line-based data),	5	-	-
INIT STATION DATA -- Initializes Station Group-based data.	6	-	-
INIT STATION DATA -- Initializes System-based data,	7	-	-
INIT STATION DATA -- Initializes SMDR data,	8	-	-
INIT STATION DATA -- Initializes System Timers,	9	-	-
INIT STATION DATA -- Initializes Table-based data,	10	-	-
INIT STATION DATA -- Initializes Tenancy Group-based data.	11	-	-
INIT STATION DATA -- Initializes Networking data,	12	-	-
INIT STATION DATA -- Initializes SIP data.	13	-	-

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Quick Reference

This appendix contains Quick Reference tables for the following types of information:

- Database Index
- Default Numbering Plan
- Fixed Function/User Program Codes
- Default Values.
- Alpha-numeric Entry Charts

DATABASE INDEX

The Database index is divided into groups of "PROGRAMS" based on specific characteristics associated with the data such as, Numbering Plans, Station oriented database entries, or CO Line oriented values. These groupings are identified as the Program Group in Web Admin. The individual PROGRAMS are identified in the Table with the ADMIN STATION PROGRAM CODE (PGM Code) and a corresponding Web sub-menu and description.

PROGRAM GROUP	PGM CODE	PGM NAME	WEB SUB-MENU
PRE-PROGRAMMED DATA	100	Location Program	Location Program
	102	Slot Assignment	Slot Assignment
	103	Logical Slot Assignment	Logical Slot Assignment
	104	DECT/IP/SIP MAX Port	DECT/IP/SIP MAX Port
	106	IP-Phone/Phontage Registration	IP-Phone/Phontage Registration
	107	DTIM/SLTM Registration	DTIM/SLTM Registration
	108	IP Address Plan	IP Address Plan
	109	System Info Display	
NUMBERING PLAN DATA	110	Numbering Plan Type	Numbering Plan Type
	111	System Numbering Plan	System Numbering Plan
	112	Flexible Station Number	Flexible Station Number
	113	Feature Numbering Plan	Feature Numbering Plan

PROGRAM GROUP	PGM CODE	PGM NAME	WEB SUB-MENU
NUMBERING PLAN DATA	114	CO Group Access Code	
	115	Station Group Number	
STATION PORT DATA	120	Station Type Information	Station Type
	121	Station Port Attribute 1	Station Port Attribute
	122	Station Port Attribute 2	
	123	Station Port Attribute 3	
	124	Station Port Attribute 4	
	126	Station Flexible Button Attribute	Flexible Button Assignment
	Web Only		CTI IP Address
STATION NUMBER DATA	130	Station DN Number	Station DN Assignment
	131	Station Number Attribute 1	Station DN Attribute
	132	Station Number Attribute 2	
	133	Station Number Attribute 3	
	134	Station Number Attribute 4	
	135	Station CLI Attribute	
	137	Station COS Attribute	COS Assignment
	138	Station Auto Dial Attribute	Auto Dial Attribute
	142	Station Preset Call Forward	Preset Call Forward
	143	Station Forward Set	Call Forward
	145	Station VMIB Attribute	VMIB Attribute
	146	Station Mobile Extension	Mobile Extension Attribute
	150	Station CO Group Access	CO/IP Group Access
	151	Station Page Group Access	Page Group Access
	152	Command Call Group Access	Command Group Access
CO LINE DATA	160	CO Line Attribute 1	CO Line Attribute
	161	CO Line Attribute 2	

PROGRAM GROUP	PGM CODE	PGM NAME	WEB SUB-MENU
CO LINE DATA	162	CO Line Attribute 3	
	163	CO CID Attribute	
	165	Incoming CO Attribute 1	Incoming CO Attribute
	166	Incoming CO Attribute 2	
	167	CO Ring Assignment	CO Ring Assignment
	168	Incoming CO Normal/DISA Attribute	Normal/DISA CO Attribute
	169	Incoming CO Alternative Destination	Incoming CO Alternative
	170	Outgoing CO Attribute 1	Outgoing CO Attribute
	171	Outgoing CO Attribute 2	
	173	Outgoing CO Alternative Destination	Outgoing CO Alternative
	174	CO Inter Digit Timer	CO Inter Digit Timer
	175	DTMF Sending Delay Timer	DTMF Send Interval
	177	CO COS Assignment	CO COS Assignment
	179	CO to CO Attribute	CO-to-CO Attribute
	180	CO Group Access Code Attribute	CO Group Access Code
	181	Alternative Ring Table	Alternative Ring Table
STATION GROUP DATA	200	Station Group Assign	Station Group Assign
	201	Greeting/Queuing Attribute	Station Group Attribute
	202	Station Group Attribute	
	203	VM Group Attribute	Voice Mail Group
	204	Pickup group Index	Call Pick-up Group
	205	Page group Index	Page Group
	206	Command Conference Group Index	Command Conference Group
	208	PTT Group Index	PTT Group
	209	Interphone Group Index	Interphone Group
	210	Pilot Hunt Group Index	Pilot Hunt Group
	211	Pilot Hunt Group Forward	
SYSTEM DATA	220	System Timer 1	System Timer

PROGRAM GROUP	PGM CODE	PGM NAME	WEB SUB-MENU
SYSTEM DATA	221	System Timer 2	
	222	System Timer 3	
	223	System Attribute	System Attribute
	226	System Password	System Password
	227	System Alarm Attribute	Alarm Attribute
	228	External Control Contact	External Control Contact
	229	Music Assign	Music Source
	230	RS232 Port Setting	RS232 Setting
	231	Print Port Selection	Serial Port Selection
	232	SMDR Attribute	SMDR Attribute
	233	Set System Time/Date	System Time/Date
	234	LED Color/Flash Rate	LED Flashing Rate
	235	PPP Attribute	PPP Attribute
	236	Mobile Attribute	Mobile Attribute
	237	One-Digit Service	Intercom Busy Table
	240	Dummy Dial Tone Digit	Dial Tone Digit Table
	241	Executive/Secretary Assign	Executive/Secretary Assign
	242	Executive/ Executive Access	Executive Access
	Web Only		PPTP Attribute
	Web Only		Web Access Authorization
TABLE DATA	250	Toll Exception Table	Toll Exception Table
	251	Digit Conversion Table	Digit Conversion Table
	252	Digit Conversion Option	
	253	Time Table Attribute	System Time Table
	254	Weekly Time Table	
	255	LCR Time Table Attribute	LCR Time Table
	256	Holiday Time Table	Holiday Time Table
	257	System Speed Dial Table	System Speed Dial

PROGRAM GROUP	PGM CODE	PGM NAME	WEB SUB-MENU
TABLE DATA	258	Emergency Code Table	Emergency Code Table
	259	Announcement Table	Announcement Table
	260	Custom Call Routing	CCR Table
	262	ICLID Table	ICLID Table
	263	CLI Conversion Table	CLI Conversion Table
	Web Only		Tone Frequency/Cadence
	Web Only		Ring Table
	Web Only		Ring Frequency/Cadence
	269		Voice Mail Dial Table
TENANT DATA	270	Attendant Group Assignment	Attendant Group Assignment
	271	Attendant Group Greeting/Queuing Attribute	Attendant Group Attribute
	272	Attendant Group Attribute	
	275	Night Attendant Group Assignment	Night Attendant Group Assignment
	276	Night Attendant Group Greeting/Queuing Attribute	Night Attendant Group Attribute
	277	Night Attendant Group Attribute	
	280	Tenant Attribute 1	Tenant Attribute
	281	Tenant Attribute 2	
	283	Tenant Group Access	Tenant Group Access
	284	Call Restriction Restriction 1	CO Call Restriction
	285	Call Restriction Restriction 2	
	286	Local Call Prefix Table	Local Call Prefix Table
	287	Long Call Prefix Table	Long Call Prefix Table
	288	International Call Prefix Table	International Call Prefix Table
	290	Tenant Tone Table	Tone Table

PROGRAM GROUP	PGM CODE	PGM NAME	WEB SUB-MENU
BOARD DATA	300	ISDN Board Attribute	ISDN Board Attribute
	301	ISDN Clock Priority	ISDN Clock Priority
	305	VOIB/VMIB Board Attribute	VOIB/VMIB Board Attribute
VOICE NETWORK DATA	320	Network Attributes	Network Attributes
	321	Network Numbering	Network Numbering
T-NET Data	330	TNET Basic Attributes	TNET Attributes
	331	TNET CM Attributes	CM Attributes
	333	FoPSTN Attributes	FoPSTN Attribute
	334	Board T-Net Attributes	T-Net Board Attribute
	335	IP Phone T-Net Enable	IP-Phone T-Net Attribute
H.323 DATA	360	H.323 Routing Attribute	H.323 Routing Attribute
	361	H.323 Call Setup Attribute	H.323 Call Attribute
	362	H.323 Incoming Attribute	H.323 Incoming Attribute
	363	GK Setup Info	GK Attribute
SIP CO DATA	Web Only		SIP CO Basic Registration
	Web Only		SIP CO Additional Registration
	Web Only		SIP CO Codec
	Web Only		SIP CO User ID Table
SIP STATION DATA	Web Only		SIP Station Basic Registration
	Web Only		SIP Station Additional Registration
	Web Only		SIP Station Service
ZONE DATA	Web Only		Zone Attribute

PROGRAM GROUP	PGM CODE	PGM NAME	WEB SUB-MENU
ZONE DATA	Web Only		Zone RTP Relay Group
	Web Only		Inter Zone Attribute
SNMP DATA	Web Only		SNMP Data
DECT DATA	Web Only		DECT Registration
	491	DECT Attribute	DECT Attribute
GREEN MODE	Web Only		Green Mode Activation
	Web Only		Green Mode Time Setting
NATION SPECIFIC	400	DKT RX Gain	TDM Gain
	401	SLT RX Gain	
	402	DECT RX Gain	
	403	IP-Phone RX Gain	
	404	ACO RX Gain	
	405	DCO RX Gain	
	406	VMIB RX Gain	
	407	External Page RX Gain	
	415	DSP RX Gain	DSP Gain
	420	SLTM RX RTP Gain	RTP Gain
	421	DTIM RX Handset RTP Gain	
	422	DTIM RX Handsfree RTP Gain	
	423	LIP RX Handset RTP Gain	
	424	LIP RX Handsfree RTP Gain	
	425	WIT RX RTP Gain	
	426	VOIB RX RTP Gain	
	440	SLT Ring Cadence	SLT Ring Cadence
	441	ACNR Tone Cadence	ACNR Tone Cadence
INITIALIZATION	499	Initialization	Initialization

DEFAULT NUMBERING PLAN

The Default Numbering Plan can be selected from 1 of 6 Base Numbering Plans (Tables B-1 and B-2). The Number Plan can be changed using the Numbering Plan Programs, PROGRAM CODES 110 to 114.

BASIC NUMBER

No	Name	NUM SET 1	NUM SET 2	NUM SET 3
1	Station Number	100 - 473	100 -699	1000 -1647
2	CO Group Access Code	1, 801-872 (MBX IP-300) 801-824 (MBX IP-100)	0, *801-*872 (MBX IP-300) *801-*824 (MBX IP-100)	9, 801-872 (MBX IP-300) 801-824 (MBX IP-100)
3	Station Group Number	620-669 (MBX IP-300) 620-639 (MBX IP-100)	*620-*669 (MBX IP-300) *620-*639 (MBX IP-100)	620-669 (MBX IP-300) 620-639 (MBX IP-100)
4	ACD Group Number	600-619(MBX IP-300) 600-619(MBX IP-100)	*600-*619(MBX IP-300) *600-* 619(MBX IP-100)	600-619(MBX IP-300) 600-619(MBX IP-100)

No	Name	NUM SET 4	NUM SET 5	NUM SET 6
1	Station Number	7000 - 7647	2000-2647	2000-647
2	CO Group Access Code	1, 401-472 (MBX IP-300) 401-424 (MBX IP-100)	0, 801-872 (MBX IP-300) 801-824 (MBX IP-100)	0, 80 -872 (MBX IP-300) 801-824 (MBX IP-100)
3	Station Group Number	620-669 (MBX IP-300) 620-639 (MBX IP-100)	620-669 (MBX IP-300) 620-639 (MBX IP-100)	*620-*669 (MBX IP-300) *620- *639 (MBX IP-100)
4	ACD Group Number	600-619 (MBX IP-300) 600-619 (MBX IP-100)	600-619 (MBX IP-300) 600-619 (MBX IP-100)	*600-*619(MBX IP-300) *600-*619(MBX IP-100)

FEATURE CODE

No	Feature Name	NUM SET 1	NUM SET 2	NUM SET 3
1	Attendant Call	0	*9	0
2	Conference Room 1	571	*571	571
3	Conference Room 2	572	*572	572
4	Conference Room 3	573	*573	573
5	Conference Room 4	574	*574	574
6	Conference Room 5	575	*575	575
7	Conference Room 6	576	*576	576
8	Conference Room 7	577	*577	577
9	Conference Room 8	578	*578	578
10	Conference Room 9	579	*579	579
11	Internal Page	543	*543	543
		543 + 00, xx 00: All Call Page Xx: Page Group #		
12	Personal VM Page	544	*544	544
13	Announcement Page For Attendant	545	*545	545
14	Page Auto Answer	546	*546	546
15	Internal Page Answer (Meet-Me Page)	547	*547	547
16	External Page	548	*548	548
17	Internal-External Page All	549	*549	549
18	Call Forward Register	554	*554	554
		554 + Type + Destination		
19	Pilot Hunt Call Forward Register	514	*514	514
		554 + Type + Destination		
20	Pilot Hunt Call Forward Cancel	515	*515	515
21	DND Status Change	516	*516	516
22	DND Delete	517	*517	517
23	Account Code	550	*550	550
24	CO Flash	551	*551	551
25	Last Number Redial	552	*552	552
26	Station Speed PGM	553	*553	553
27	Speed Dial	555	*555	555

No	Feature Name	NUM SET 1	NUM SET 2	NUM SET 3
28	MWI Register	556	*556	556
29	MWI Answer	557	*557	557
30	MWI Cancel	559	*559	559
31	Call Back Register	518	*518	518
32	Call Back Cancel	519	*519	519
33	Group Call Pickup	566	*566	566
34	Direct Call Pickup	7	*7	7
35	Walking COS	520	*520	520
36	Call Parking Location	541	*541	541
		541 + xx Xx: Parking Location (00 - 49)		
37	PGM Mode Access	521	*521	521
38	Two-Way Record	522	*522	522
39	VMIB Access	523	*523	523
40	AME Access	524	*524	524
41	CO Line Access	88	*88	88
		88 + xxx Xxx: CO Line # (001-200 : MBX IP-300 01-80: MBX IP-100)		
42	VM MWI Enable	*8	*5#8	*8
43	VM MWI Cancel	*9	*5#9	*9
44	MCID Request	*0	*5#0	*0
45	Unsupervised Conf Extend	5##	*5##	5##
46	PTT Group Access	538	*538	538
		524 + (0-9,) 0-9: PTT Group # *: Log out*		
47	Hot Desk Log In/Log out	525	*525	525
48	Name Register	526	*526	526
49	Create Conf Room	527	*527	527
		527 + Conf. Room #		
50	Delete Conf Room	528	*528	528
		528 + Conf. Room #		
51	Wake Up Register	529	*529	529
		529 + HH:MM		
52	Wake Up Cancel	530	*530	530

53	Temporarily COS Down	531	*531	531
No	**Feature Name**	**NUM SET 1**	**NUM SET 2**	**NUM SET 3**
54	Cancel Temp COS Down	532	*532	532
55	Password Change	533	*533	533
56	Inter-Phone Group Access	534	*534	534
57	Call Wait Request	535	*535	535
58	Preselected MSG PGM	536	*536	536
59	Forced Handsfree Call	537	*537	537
60	Call Based CLIR	582	*582	582
61	CLIR Access	583	*583	583
62	COLR Access	584	*584	584
63	Pilot Hunt Call	585	*585	585
64	Command Call Oneway	581	*581	581
65	Command Call Conf	580	*580	580
66	Intrude Register	589	*589	589
67	Camp On Register	590	*590	590
68	OHVO Register	591	*591	591
69	Mobile Num Register	592	*592	592
70	Mobile CLI Register	593	*593	593
71	Mobile Access	594	*594	594
72	CCR Access	670	*670	670
73	CCR Access And Drop	671	*671	671
74	System Hold	560	*560	560
75	Return Held CO	8**	*8**	8**
76	Sys Memo	675	*675	675
77	DISA Tone Service	678	*678	678
78	All Feature Cancel	679	679	679
79	Add Conf Member	680	*680	680
80	System Alarm Reset	565	*565	565
81	Fault Alarm Reset	564	*564	564
82	Door Open	#*1	#*1	#*1
83	Keypad Facility	##*	##*	##*
84	T-Net Log-In/Out	586	*586	586

85	Universal Answer	587	*587	587
No	**Feature Name**	**NUM SET 1**	**NUM SET 2**	**NUM SET 3**
86	USB Call Record	588	*588	588
87	Delete All VM Message	681	*681	681
88	VM Page Message Record	682	*682	682
89	Direct VM Transfer	683	*683	683
90	Loop Key	684	*684	684
91	Call Log	685	*685	685
92	ACD Agent Login/Logout	500	*500	500
93	ACD Agent DND	501	*501	501
94	ACD Agent Work Mode	502	*502	502
95	ACD Agent Auto Work	503	*503	503
96	ACD Agent Auto-Answer	504	*504	504
97	ACD Call Indication	508	*508	508
98	NON ACD Call Indication	509	*509	509
99	ACD Supervisor Group Call Forward	890	*890	890
100	ACD Supervisor Group Night Mode	891	*891	891
101	ACD Supervisor Group Holiday Mode	892	*892	892
102	ACD Supervisor Queued Call Answer	895	*895	895
103	ACD Supervisor Agent State Check	896	*896	896
104	ACD Supervisor Silent Monitor	897	*897	897
105	ACD Supervisor Traffic Check	898	*898	898
106	ACD Announcement Play	899	*899	899
107	Day/Night Program	513	*513	513

No	Feature Name	NUM SET 4	NUM SET 5	NUM SET 6
1	Attendant Call	0	9	#9
2	Conference Room 1	571	571	*571
3	Conference Room 2	572	572	*572
4	Conference Room 3	573	573	*573
5	Conference Room 4	574	574	*574
6	Conference Room 5	575	575	*575
7	Conference Room 6	576	576	*576
8	Conference Room 7	577	577	*577
9	Conference Room 8	578	578	*578
10	Conference Room 9	579	579	*579
11	Internal Page	543	543	*543
		543 + 00, xx 00: All Call Page Xx: Page Group #		
12	Personal VM Page	544	544	*544
13	Announcement Page For Attendant	545	545	*545
14	Page Auto Answer	546	546	*546
15	Internal Page Answer (Meet-Me Page)	547	547	*547
16	External Page	548	548	*548
17	Internal-External Page All	549	549	*549
18	Call Forward Register	554	554	*554
		554 + Type + Destination		
19	Pilot Hunt Call Forward Register	514	514	*514
		514 + Type + Destination		
20	Pilot Hunt Call Forward Cancel	515	515	*515
21	DND Status Change	516	516	*516
22	DND Delete	517	517	*517
23	Account Code	550	550	*550
24	CO Flash	551	551	*551
25	Last Number Redial	552	552	*552
26	Station Speed PGM	553	553	*553
27	Speed Dial	555	555	*555
28	MWI Register	557	556	*556

No	Feature Name	NUM SET 4	NUM SET 5	NUM SET 6
29	MWI Answer	558	557	*557
30	MWI Cancel	559	559	*559
31	Call Back Register	518	518	*518
32	Call Back Cancel	519	519	*519
33	Group Call Pickup	**	566	*566
34	Direct Call Pickup	7	7	*7
35	Walking COS	520	520	*520
36	Call Parking Location	541	541	*541
		541 + xx Xx: Parking Location (00-49)		
37	PGM Mode Access	521	521	*521
38	Two-Way Record	522	522	*522
39	VMIB Access	523	523	*523
40	AME Access	524	524	*524
41	CO Line Access	88	88	88
		88 + xxx Xxx: CO Line # (001-200: MBX IP-300 01-80: MBX IP-100)		
42	VM MWI Enable	*8	*8	*5#8
43	VM MWI Cancel	*9	*9	*5#9
44	MCID Request	*0	*0	*5#0
45	Unsupervised Conf Extend	5##	5##	*5##
46	PTT Group Access	538	538	*538
		524 + (0-9,) 0-9: PTT Group # *: Log out*		
47	Hot Desk Log In/Log out	525	525	*525
48	Name Register	526	526	*526
49	Create Conf Room	527	527	*527
		527 + Conf. Room #		
50	Delete Conf Room	528	528	*528
		528 + Conf. Room #		
51	Wake Up Register	529	529	*529
		529 + HH:MM		
52	Wake Up Cancel	530	530	*530
53	Temporarily COS Down	531	531	*531

No	Feature Name	NUM SET 4	NUM SET 5	NUM SET 6
54	Cancel Temp COS Down	532	532	*532
55	Password Change	533	533	*533
56	Inter-Phone Group Access	534	534	*534
57	Call Wait Request	535	535	*535
58	Preselected MSG PGM	536	536	*536
59	Forced Handsfree Call	537	537	*537
60	Call Based CLIR	582	582	*582
61	CLIR Access	583	583	*583
62	COLR Access	584	584	*584
63	Pilot Hunt Call	585	585	*585
64	Command Call Oneway	581	581	*581
65	Command Call Conf	580	580	*580
66	Intrude Register	589	589	*589
67	Camp On Register	590	590	*590
68	OHVO Register	591	591	*591
69	Mobile Num Register	592	592	*592
70	Mobile CLI Register	593	593	*593
71	Mobile Access	594	594	*594
72	CCR Access	670	670	*670
73	CCR Access And Drop	671	671	*671
74	System Hold	560	560	*560
75	Return Held CO	8**	8**	*8**
76	Sys Memo	675	675	*675
77	DISA Tone Service	678	678	*678
78	All Feature Cancel	679	679	*679
79	Add Conf Member	680	680	*680
80	System Alarm Reset	565	565	*565
81	Fault Alarm Reset	564	564	*564
82	Door Open	#*1	#*1	#*1
83	Keypad Facility	##*	##*	##*
84	T-Net Log-In/Out	586	586	*586

No	Feature Name	NUM SET 4	NUM SET 5	NUM SET 6
85	Universal Answer	587	587	*587
86	USB Call Record	588	588	*588
87	Delete All VM Message	681	681	*681
88	VM Page Message Record	682	682	*682
89	Direct VM Transfer	683	683	*683
90	Loop Key	684	684	*684
91	Call Log	685	685	*685
92	ACD Agent Login/Logout	500	500	*500
93	ACD Agent DND	501	501	*501
94	ACD Agent Work Mode	502	502	*502
95	ACD Agent Auto Work	503	503	*503
96	ACD Agent Auto-Answer	504	504	*504
97	ACD Call Indication	508	508	*508
98	NON ACD Call Indication	509	509	*509
99	ACD Supervisor Group Call Forward	890	890	*890
100	ACD Supervisor Group Night Mode	891	891	*891
101	ACD Supervisor Group Holiday Mode	892	892	*892
102	ACD Supervisor Queued Call Answer	895	895	*895
103	ACD Supervisor Agent State Check	896	896	*896
104	ACD Supervisor Silent Monitor	897	897	*897
105	ACD Supervisor Traffic Check	898	898	*898
106	ACD Announcement Play	899	899	*899
107	Day/Night Program	513	*513	513

FIXED FUNCTION/USER PROGRAM CODES

Fixed Function Codes in the two tables that follow, are digit sequences users and the Attendant may dial while in the USER PROGRAM MODE.

STATION USER PROGRAM FIXED FUNCTION CODES

USER PGM CODE	DESCRIPTION	REMARK
11	Intercom Answer Mode	1:H, 2:T, 3:P
12 + Name	User Name Creation	2 digits for each character
13 + Time	Set Wake-up Alarm Time	HH/MM, 24-hour clock
14	Cancel Wake-up Alarm	
15	Set Display Language	00-14
16	LCD Date Mode Change	DD/MM/YY or MMDDYY
17	LCD Time Mode Change	12 Hour/24 Hour
18	Set Backlight	0-2
21	ICM Ring Type	
22	Trunk Ring Type	
23	Ring Download	IP-Series Only
24	Back Ground Music	
31	Temporary COS	Auth. Code required
32	Retrieve COS	Auth. Code required
33	COS Override (Walking COS)	Auth. Code required
34	Register Password	
35	Call Log Protect	
36	SMS Message Protect	IP-Series/LDP6000-Series
41 + MSG number [xx]	Set Pre-Defined Message.	0-9, MBX IP *: User Custom # Deactivation
42	Create a Station User Message	
43	Send SMS Message	IP Series/LDP6000 Series
44	Receive SMS Message	IP Series/LDP6000 Series

USER PGM CODE	DESCRIPTION	REMARK
51 + x	Mobile Phone Activation	X=1-2
52 + x	Mobile Phone Registration	X=1-2
53 + x	Mobile CLI Number Registration	X=1-2
54 + Rm & Auth Code	Conf Room Start	
55 + Rm & Auth Code	Conf Room Close	
61	Speaker/Headset Mode	Speaker / Headset / E-MIC
62	Headset Ring Mode	Speaker / Headset / Both
71	Register Station ICLID	
72	View Station ICLID	
81	View IP Address	IP Phone / DTIM / SLTM
82	View Mac Address	IP Phone / DTIM / SLTM
83	View IP Phone Version	
80	Network Setting	IP Series
91	System Version	
92	System IP Address	

ATTENDANT USER PROGRAM FIXED FUNCTION CODES

USER PGM CODE	ITEM DESCRIPTION	REMARK
01 SMDR		
011	PRINT STATION SMDR	Station Range
012	DELETE STATION SMDR	Station Range
013	PRINT FAILED CALL SMDR	
014	DELETE FAILED CALL SMDR	
015	DELETE ALL SMDR	
016	ABORT PRINTING	
02 TRAFFIC		
021	PRINT TRAFFIC (TENANT)	

USER PGM CODE	ITEM DESCRIPTION	REMARK
022	PRINT TRAFFIC (CALL TYPE)	
023	PRINT TRAFFIC (CO GRP)	
03 COS / PASSWORD		
031	TEMPORARY COS MODE	Station Range
032	RETRIEVE COS	Station Range
033	REGISTER PASSWORD	Station Range
034	CALL LOG PROTECT	Station Range
04 DATE / TIME		
041	SET SYSTEM DATE	
042	SET SYSTEM TIME	
043	LCD DATE MODE	Station Range
044	LCD TIME MODE	Station Range
045	SET WAKE UP	Station Range
046	RESET WAKE UP	Station Range
05 MULTI MESSAGE		
051	PRESELECTED MESSAGE	Station Range, MSG No
052	SET USER MESSAGE	Station Range
06 VMIB ANNOUNCEMENT		
061	LISTEN VM ANNOUCEMENT	
062	RECORD VM ANNOUCEMENT	
07 USER PROGRAM		
071	STATION NAME	Station Range
072	LANGUAGE PROGRAM	Station Range
073	PREPAID CALL	Station Range

USER PGM CODE	ITEM DESCRIPTION	REMARK
074	FEATURE CANCEL	Station Range
08 SYSTEM		
081	DAY/NIGHT PROGRAM	
082	MONITOR CONF ROOM	
083	FORCED DELETE CONF ROOM	
084	PPTP CONNECTION	Registered Server Number
09 USB		
091	SOFTWARE UPGRADE	
092	DB DOWNLOAD TO USB	
093	DB UPLOAD TO USB	
094	VMIB MSG DOWNLOAD	
0# WTU SUBSCRIBE		

DEFAULT VALUES

The following Tables are divided based on PROGRAM groups and provide the default values assigned to all Admin entries. Prior to changing an entry during programming assure you have an understanding of the PROGRAM and its purpose.

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
PRE-PROGRAMMED DATA					
PRE-PROGRAMMED DATA	A-9	100	-	-	-
Nation Code			1	-	1 - max 4 digits
Site Name			2	-	max 24 chars
SLOT ASSIGNMENT	A-11	101	-	-	-
Slot			1	-	2 digits
DEVS			2	-	2 digits
LOGICAL SLOT ASSIGN	A-12	103	-	-	-
COL			1	-	-
STA			2	-	-
VMIB			3	-	-
DECT/IP/SIP Max Port	A-12	104	-	-	-
Max No of DECT			1	-	8 (000-192)
Max No of IP Phone			2	-	32 (000-324)
Max No of SIP Phone			3	-	32 (999-324)
IP-PHONE/PHONTAGE REG.	A-13	106	-	-	-
MAC Address			1	-	-
User ID			2	-	-
User Password			3	-	-
Station Number			4	-	-
IP Address			5	-	-
F/W IP Address			6	-	-
RTP Security			7	-	-

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
PRE-PROGRAMMED DATA					
DTIM/SLTM REGISTRATION	A-14	107	-	-	-
MAC Address			1	-	-
Station Range			2	-	-
IP Address			3	-	-
F/W IP Address			4	-	-
RTP Security			5	-	-
IP ADDRESS PLAN	A-14	108	-	-	-
IP Address			1	-	10.10.10.1
Subnet mask			2	-	255.255.255.000
Router IP Address			3	-	10.10.10.254
Firewall IP Address			4	-	0.0.0.0
DNS IP Address			5	-	0.0.0.0
H.323 port			6	-	1720 (000-999)
SIP Port			7	-	5060 (000-999)
DHCP Usage			8	-	OFF
DIFFSERV			9	-	04 (00-63)
SYSTEM INFO DISPLAY	A-15	109	-	-	-
MAC Address			1	-	-
IPKTS Protocol Port			2	-	-
Private Net Mask			3	-	-
Application Release Version			4	-	-
Application Release Date			5	-	-
Boot Version			6	-	-
Boot Release Date			7	-	-

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
NUMBERING PLAN					
NUMBERING PLAN TYPE	A-16	110	-	-	-
Default Numbering Plan Type			-	-	1
SYSTEM NUMBERING PLAN	A-16	111	-	-	-
Prefix Code			1	Sys No. Plan Index 001 to 150 - - -	Flex01 - 1
					Flex02 - 2
					Flex03 - 3
					Flex04 - 4
Prefix Code			1	Sys No. Plan Index 001 to 150	Flex05 - 5
					Flex06 - 6
					Flex07 - 7
					Flex08 - 8
					Flex09 - 9
					Flex10 - 0
					Flex11 - *
					Flex12 - #
Additional Digits			2	Sys No. Plan Index 001 to 150	Flex01 - 2
					Flex02 - 2
					Flex03 - 2
					Flex04 - 2
					Flex05 - 2
					Flex06 - 2
					Flex07 - 0
					Flex08 - 2
					Flex09 - 0
					Flex10 - 0
					Flex11 - 1
					Flex12 - 2

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
NUMBERING PLAN					
FLEXIBLE STATION NUMBER	A-17	112	-	-	-
Flexible Station Number			-	Default No. Plan Country Code 1	100-473
FEATURE NUMBERING PLAN	A-18	113	-	-	-
Attendant Call			1	-	0
Conference Room 1			2	-	571
Conference Room 2			3	-	572
Conference Room 3			4	-	573
Conference Room 4			5	-	574
Conference Room 5			6	-	575
Conference Room 6			7	-	576
Conference Room 7			8	-	577
Conference Room 8			9	-	578
Conference Room 9			10	-	579
Internal Page			11	-	543
Personal VM Page			12	-	544
Announcement Page For Attendant			13	-	545
Page Auto Answer			14	-	546
Internal Page Answer (Meet-Me Page)			15	-	547
External Page			16	-	548
Internal-External Page All			17	-	549
Call Forward Register			18	-	554
Pilot Hunt Call Forward Register			19	-	514
Pilot Hunt Call Forward Cancel			20	-	515
DND Status Change			21	-	516
DND Delete			22	-	517
Account Code			23	-	550
CO Flash			24	-	551
Last Number Redial			25	-	552

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
NUMBERING PLAN					
Station Speed PGM	A-18	113	26	-	553
Speed Dial			27	-	555
MWI Register			28	-	557
MWI Answer			29	-	558
MWI Cancel			30	-	559
Call Back Register			31	-	518
Call Back Cancel			32	-	519
Group Call Pickup			33	-	564
Direct Call Pickup			34	-	7
Walking COS			35	-	520
Call Parking Location			36	-	541
PGM Mode Access			37	-	521
Two-Way Record			38	-	522
VMIB Access			39	-	523
AME Access			40	-	524
CO Line Access			41	-	888
VM MWI Enable			42	-	*8
VM MWI Cancel			43	-	*9
MCID Request			44	-	*0
Unsupervised Conf Extend			45	-	5##
PTT Group Access			46	-	524
Hot Desk Log In/Log Out			47	-	525
Name Register			48	-	526
Create Conf Room			49	-	527
Delete Conf Room			50	-	528
Wake Up Register			51	-	529
Wake Up Cancel			52	-	530
Temporarily COS Down			53	-	531

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
NUMBERING PLAN					
Cancel Temp COS Down	A-18	113	54	-	532
Password Change			55	-	533
Inter-Phone Group Access			56	-	534
Call Wait Request			57	-	535
Preselected MSG PGM			58	-	536
Forced Handsfree Call			59	-	537
Call Based CLIR			60	-	582
CLIR Access			61	-	583
COLR Access			62	-	584
Pilot Hunt Call			63	-	585
Command Call Oneway			64	-	581
Command Call Conf			65	-	580
Intrude Register			66	-	589
Camp On Register			67	-	590
OHVO Register			68	-	591
Mobile Num Register			69	-	592
Mobile CLI Register			70	-	593
Mobile Access			71	-	594
Announcement table			72	-	670
Announcement table and Drop			73	-	671
System Hold			74	-	560
Return Held CO			75	-	8**
Sys Memo			76	-	675
DISA Tone Service			77	-	678
All Feature Cancel			78	-	679
Add Conf Member			79	-	680
System Alarm Reset			80	-	565
Fault Alarm Reset			81	-	566

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
NUMBERING PLAN					
Door Open	A-18	113	82	-	#*1
Keypad Facility			83	-	##*
T-Net Log-In/Out			84	-	586
Universal Answer			85	-	587
USB Call Record			86	-	588
Delete All VM Message			87	-	681
VM Page Message Record			88	-	682
Direct VM Transfer			89	-	683
Loop Key			90	-	684
Call Log			91	-	685
ACD Agent Log-In/Out			92	-	500
ACD Agent DND			93	-	501
ACD Agent Word Mode			94	-	502
ACD Agent Auto Work			95	-	503
ACD Agent Auto Answer			96	-	504
ACD Call Indication			97	-	508
Non-ACD Call Indication			98	-	509
ACD Supervisor Group Forward			99	-	890
ACD Supervisor Night			100	-	891
ACD Supervisor Holiday			101	-	892
ACD Supervisor Queued Call Answer			102	-	893
ACD Supervisor Agent State Check			103	-	894
ACD Supervisor Silent Monitor			104	-	895
ACD Supervisor Call Traffic Check			105	-	896
ACDAnnouncement Play & Check			106	-	899
Day/Night/Timed Mode Change			107	-	513
DID/DISA Restriction			108	-	685

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
NUMBERING PLAN					
CO GROUP ACCESS CODE	A-22	114	-	-	-
CO Group Access Code 01-73				-	9, 801-872
STATION GROUP NUMBER	A-22	115	-	-	-
Station Group 01 -- Station Group 50				-	620-669
STATION PORT DATA					
STATION TYPE	A-24	120	-	-	-
Station Type			1	-	-
DSS MAP			2	-	-
Serial DSS			3	-	-
STATION PORT ATTRIBUTES I	A-25	121	-	-	-
Auto Speaker Selection			1	1: On, 0: Off	On
Headset Mode			2	0: Speaker 1: Headset 2: Ear-Mic	Speaker
Headset Ring	A-25	121	3	0: Speaker 1: Headset 2: Both	Speaker
Group Listening			4	1: On, 0: Off	Off
Keyset Admin			5	1: On, 0: Off	On
No Touch Answer			6	1: On, 0: Off	Off
Howling Tone			7	1: On, 0: Off	On
Dummy Terminal			8	1: On, 0: Off	Off
Port Blocking			9	1: On, 0: Off	Off
Use Bluetooth			10	1: On, 0: Off	Off
SLT Line Length			11	0: Short 1:Longt 2: Far	Short
System Alarm Report			12	En/Dis	Disable
Door Open Access			13	En/Dis	Disable

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION PORT DATA					
STATION PORT ATTRIBUTES II	A-26	122	-	-	-
LCD Language Display mode			1	00: English	English
				01: Italian	-
				02: Finnish	-
				03: Dutch	-
				04: Swedish	-
				05: Danish	-
				06: Norwegian	-
				07: Hebrew	-
				08: Germany	-
				09: French	-
				10: Portuguese	-
				11: Spanish	-
				12: Korean	-
				13: Estonian	-
LCD Language Display Mode	A-26	122	1	14: Russian	English
LCD Date Display Mode			2	1: MMDDYY 0: DDMMYY	DDMMYY
LCD Time Display Mode			3	1: 24 Hour Mode 0: 12 Hour Mode	12 Hour Mode
Backlight Usage			4	0: Always Off 1: Busy Only 2: Always On	Busy Only
IP-8000 Phone Font			5	0: Times New Roman 1: Gothic	Times New Roman
IP-8000 Phone LCD Brightness			6	01-15	07
Group Queue Display			7	1: On, 0: Off	Off

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION PORT DATA					
STATION PORT ATTRIBUTES III	A-27	123	-	-	-
Prime Number			1	01-48	01
Zone Number			2	1-9	1
Automatic Hold			3	1: On, 0: Off	Off
Enblock Dial Mode			4	1: On, 0: Off	Off
Intercom Answer Mode			5	1: Handsfree 2: Tone 3: Privacy	Tone
Data Line Security			6	1: On, 0: Off	Off
Sending Progress Indicator			7	1: On, 0: Off	Off
Fax Mode			8	1: On, 0: Off	Off
DTMF Confirmation Tone When Redial			9	1: On, 0: Off	On
Mute Ring Service			10	1: No Ring 0: Mute Ring	Mute Ring
Auto Idle Service			11	1: Manual 0: Auto	Auto
STATION PORT ATTRIBUTES IV	A-28	124			
Message-Wait Indication			1	0: Not Assign 1: Ring LED 2: MW Remind Tone 3: Ring LED + MW Remind Tone	MW Remind Tone
Apply Differential Ring			2	0: All Ring 1: Normal Ring	All Ring
Intercom Differential Ring ID			3	0-254	1
CO Differential Ring ID			4	0-254	1
COS Apply			5	0: Sub-DN 1: My-DN	Sub-DN
Hook Flash When Transfer			6	0: Cancel Transfer 1: Camp-ON 2: Conference	Cancel Transfer

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION PORT DATA					
Off-Hook On Paged	A-28	124	7	0: Paged 1: Dial Tone	Paged
Preferred Line Answer			8	1: ON, 0: OFF	ON
Pick-Up By DSS Button			9	0: Disable 1: Group Pick-Up 2: Direct Pick-Up	Direct Pick-Up
CTI IP Address			10	0.0.0.0	0.0.0.0
FLEXIBLE BUTTON ASSIGNMENT	A-30	126	-	-	-
Button Type			1	Not Assigned	-
				Station DSS	-
				CO Number	-
				Loop Key	-
				CO Group Access	-
				Sta Grp Number	-
				Dial Number	-
				Directory Number	-
				Redial	-
Button Type			1	Speed	-
				Conference	-
				Mute	-
				Call Back	-
				DND/FWD	-
				Transfer	-
				Flash	-
				PTT	-
Ring Option (Button Type DirectoryNo.)			2	Immediate Ring Delay Ring 1-9 No Ring	-

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION PORT DATA					
Button Access Type	A-30	126	3	0: Changeable 1: Unchangeable	In case Button Type is Directory Number: All Call Dial after Seizure Incoming Only
STATION NUMBER DATA					
STATION DN ASSIGNMENT	A-32	130	1	-	-
Station DN Type				1: SADN Normal 2: MADN 3: SADN-Hotdesk	-
DN Number View			2	-	-
STATION DN ATTRIBUTES I	A-33	131	-	-	-
Station Name			1	-	-
Tenant Group			2	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
Digit Conversion Table			3	1-9	1
Password			4	-	-
Busy Service			5	0: Busy Tone 1: Camp-On 2: Call-Wait 3: Pilot Hunt	Busy Tone
Charge Mode			6	Free Report	Report
SMDR Dial Digit Hidden			7	EN/DIS	Disable
Hotdesk Agent Number			8	1: ON, 0: OFF	OFF
Time Table Index			9	None, 1-9	None
STATION DN ATTRIBUTES II	A-33	132			
Forced Handsfree Access			1	EN/DIS	Disable
Forward Access			2	EN/DIS	Enable
Offnet-Forward Access			3	EN/DIS	Enable

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION NUMBER DATA					
DND Access	A-33	132	4	EN/DIS	Enable
Intrusion Access			5	EN/DIS	Disable
Mobile Extension Access			6	EN/DIS	Enable
Hook Flash Mode			7	0: Flash Normal 1: Flash Ignore 2: Flash Drop 3: Hold Release	Flash Normal
Auto Pick-Up			8	EN/DIS	Disable
STATION DN ATTRIBUTES III	A-33	133			
CO Queue Access			1	EN/DIS	Enable
Conference Access			2	EN/DIS	Enable
Wake-Up Access			3	EN/DIS	Enable
Station Call Back Access			4	EN/DIS	Enable
ACNR Access			5	EN/DIS	Enable
Absence Notice Access			6	EN/DIS	Enable
Call Wait Access			7	EN/DIS	Enable
Camp-On Access			8	EN/DIS	Enable
Voice Over Access			9	EN/DIS	Disable
Prepaid Call Access			10	EN/DIS	Disable
Keypad Facility Usage			11	EN/DIS	Disable
STATION DN ATTRIBUTES IV	A-33	134			
Speed Access			1	EN/DIS	Enable
Page Access			2	EN/DIS	Enable
Meet-Me Page Access	A-33	134	3	EN/DIS	Enable
CO Call Duration Restrict			4	EN/DIS	Disable
SLT Block Back Call			5	EN/DIS	Disable
Pilot Hunt Ring			6	EN/DIS	Enable
ACR User			7	1: On, 0: Off	Off
Wake-Up Time			8	-	-

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION NUMBER DATA					
Repeat Wake-Up	A-33	134	9	1: On, 0: Off	Off
Branch Line / Bridge Line Mode			10	0: Off 1: Branch 2: Bridge 3: Bridge-Softphone	Off
Auto Privacy			11	1: On, 0: Off	Off
STATION DN ATTRIBUTES V	A-33	135			
CLIP Display			1	En/Dis	Enable
COLP Display			2	En/Dis	Enable
CLI Redirect			3	CLI/Redirect	CLI
CLIP When Outgoing			4	En/Dis	Disable
COLP When Incoming Answer			5	En/Dis	Disable
CLI Number			6	-	-
Call Forward CLI / Redirect			7	CLI/Redirect	CLI
Ignore Caller's CLIP Option			8	En/Dis	Disable
Mobile Extension CLI			9	Caller Number Mobile Number Caller + Mobile	Caller Number
Long CLI 1			10	-	-
Long CLI 2			11	-	-
Long CLI 3			12	-	-
CLI Name Display			13	En/Dis	Disable
COS ASSIGNMENT	A-33	137	-	-	-
Day COS			1	-	-
Night COS			2	-	-
Timed COS	A-39	137	3	-	-
AUTO DIAL ATTRIBUTE	A-40	138	-	-	-
Auto Dial Digit			1	-	-
Auto Dial Pause Time			2	00-30 (1sec)	00

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION NUMBER DATA					
PRESET CALL FORWARD	A-41	142	-	-	-
Internal Unconditional			1	-	-
Internal Busy			2	-	-
Internal No-Answer			3	-	-
External Unconditional			4	-	-
External Busy			5	-	-
External No-Answer			6	-	-
CALL FORWARD	A-42	143	-	-	-
Forward Type			1	Not Assigned Unconditional Busy No-Answer Busy / No-Answer	Not Assigned
Forward Number			2	-	-
Forward Apply Time			3	0: All 1: Day 2: Night 3: Timed	All
Call-Forward No-Answer Timer			4	000-600	15
Forward Information Display			5	1: On, 0: Off	On
VMIB ATTRIBUTE	A-43	145	-	-	-
VMIB Access			1	En/DIS	Disable
Prompt Language Index			2	1: First 2: Second 3: Third	First
Auto-Record Service			3	En/Dis	Disable
Two-Way Record Access			4	En/Dis	Disable
Two-Way Recording Destination			5	-	-
VM Message Backup Phontage Number			6	-	-
VM Message Backup Delete			7	En/Dis	Disable

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION NUMBER DATA					
VMIB Message Retrieve Type			8	0: LIFO 1: FIFO	LIFO
VMIB New Message Number			9	-	-
VMIB Saved Message Number			10	-	-
VM MSG-SMTP Mail Server IP Address					
VM MSG-User Mail Address					
VM MSG-SMTP Mail Server ID					
VM MSG-SMTP Mail Server Password					
VM MSG-Attach Message				1: On, 0: Off	Off
MOBILE EXTENSION ATTRIBUTE	A-44	146			
Mobile EXT 1 Enable			1	1: On, 0: Off	Off
Mobile EXT 1 Number			2	-	-
Mobile EXT 1 CLI			3	-	-
Mobile EXT 2 Enable			4	1: On, 0: Off	Off
Mobile EXT 2 Number			5	-	-
Mobile EXT 2 CLI			6	-	-
Mobile Service Mode			7	0: All Call 1: Service CLI Only	All Call
Mobile Service CLI 1			8	-	-
Mobile Service CLI 2			9	-	-
Mobile Service CLI 3			10	-	-
Mobile Service CLI 4			11	-	-
Mobile Service CLI 5			12	-	-
CO GROUP ACCESS	A-45	150			
CO Group Access				Group 01-72	01 only
PAGE GROUP ACCESS	A-45	151			
Page Group Access				Group 01-30	
COMMAND GROUP ACCESS	A-46	152			
Command Group Access			-	Group 01-10	

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
CO LINE ATTRIBUTES I	A-47	160			
CO Line Type			1		
Service Type			2	0: Normal 1: DID	Normal
Outgoing Group Number			3	01-72	01
Incoming Group Number			4	01-72	01
Tenant Number			5	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
Digit Conversion Table			6	1-9	1
Signal Type			7	0: No Signal 1: Send Wink 2: Wait Seize Ack 3: Send Wink & Wait Seize Ack 4: Send Sub Answer & Wait Sub Answer 5: Send Wink & Send Sub Ans 6: Wait Ack & Wait Sub Answer 7: Send Wink and Sub Answer & Wait Wink and Sub Ans	No Signal
Release Timing			8	0: First Release 1: Caller Release 2: Called Release	First Release
Incoming/Outgoing Mode			9	0: Incoming 1: Outgoing 2: Both	Both
Dialing Type			10	0: DTMF 1: Pulse 2: R2	DTMF
Charge Mode			11	0: Free 1: Report	Report

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
Metering Usage	A-47	160	12	None 12KHz 16KHz 50Hz SPR PPR NPR AOC (Standard) AOC1 (Italy, Spain) AOC2 (Finland) AOC3 (Australia) AOC4 (Belgium) AOC5 (Netherlands)	None
CO LINE ATTRIBUTES II	A-48	161	-	-	-
VOIP/QSIG Mode			1	Not Assigned SIP/PRI H323 QSIG	Not Assigned
Drop Type			2	0: Loop 1: Polarity	Loop
Flash Type			3	0: LOOP 1: Ground	Loop
Flash Timer			4	000-300 (10msec)	050
Open Loop Timer			5	00-20 (100msec)	00
Line Length			6	0Km 3Km 5Km 7Km	0Km
Zone Number			7	1-9	1
VMIB Prompt Language Index			8	First Prompt Second Prompt Third Prompt	First Prompt
ISDN CD			9	1: On, 0: Off	Off

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
CO LINE ATTRIBUTES III	A-49	162			
CO Access Mode			1	0: Blocked Line 1: Normal CO Line 2: Dedicated Line	Normal CO Line
Digit Sending Mode			2	Overlap Enblock	Overlap
Max Digit Length			3	00-32	32
Min Digit Length for Overlap Mode			4	00-32	00
Check Password			5	1: On, 0: Off	Off
R2 Connect Mode			6	0: End-to-End 1: Link-by-Link	End-to-End
R2MFC Backward Value			7	01-15	01
Dummy Dial Tone Service			8	1: On, 0: Off	Off
CO LINE ATTRIBUTES IV	A-50	163			
CID Mode			1	0: Disable 1: FSK 2: DTAS FSK 3: DTMF 4: Russia-CID	Disable
Russia CID Detect			2	1: All / 0: Local	Alll
Russia CID Request			3	1: Auto / 0: User	Auto
Russia CID Digit Number			4	04-10	7
Russia CID No-Answer Timer			5	001-300 (1sec)	20
Russia CID Request Count			6	1-3	1
Russia CID Request First Delay Timer			7	010-150 (10msec)	030
Russia CID Request Retry Delay Timer			8	10-30 (10msec)	10

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
INCOMING CO ATTRIBUTES I	A-51	165			
CO Name			1	-	-
ISDN Screen Indicator			2	0: User Provided, Not Screened 1: User Provided, Verified & Passed	User Provided, Not Screened
Calling Type			3	0: Unknown 1: International 2: National 3: Subscriber 4: Not Used	National
Calling Numbering Type			4	0: Unknown 1: ISDN Tel No. Plan 2: Data 3: Telex 4: National Standard 5: Private	Unknown
Sending Progress Indicator			5	1: On, 0: Off	Off
R2 ANI Service Request			6	1: On, 0: Off	Off
ICLID Service			7	1: On, 0: Off	Off
Own Code Add to Transit CLI			8	1: On, 0: Off	Off
Own Code			9	-	-
CLI Prefix Code			10	-	-
International Code			11	-	-
Transit CLI 1			12	-	-
Transit CLI 2			13	-	-
Transit CLI 3			14	-	-
CLI Conversion Table Index			15	None, 1-9	None
INCOMING CO ATTRIBUTES II	A-52	166			
Provide Dial Tone			1	1: On, 0: Off	Off
BLF Usage			2	1: On, 0: Off	On
Unsupervised Conference Extend			3	1: On, 0: Off	Off

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
Block After Clear Forward Waiting Time	A-52	166	4	1: On, 0: Off	Off
CPT Detect			5	1: On, 0: Off	On
Answer to Waiting Call			6	1: On, 0: Off	Off
Universal Answer			7	1: On, 0: Off	Off
Release Guard Time			8	00-15 (1sec)	1
Unsupervised Conference Timer			9	000-255 (1min)	0
Clear Forward Waiting Timer			10	001-300 (1sec)	300
Max Ring Time			11	015-300 (1sec)	120
DISA Supervision Timer			12	1-9 (1sec)	2
VMIB Play Delay Timer			13	0-9 (1sec)	0
Incoming Time Table Index			14	None, 1-9	None
CO RING ASSIGNMENT	A-54	167			
Day			1	Flex1 - Service Type 0: Ring Assign 1: Feature Code Flex2 - Feature Not Assigned CCR CCR Drop DISA Tone Digits Flex3 - Feature Delay Flex4 - Member Display Flex5 - Member Assign	 Ring Assign Not Assigned Delay 0 Member 100

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
Night			2	Flex1 - Service Type 0: Ring Assign 1: Feature Code Flex2 - Feature Not Assigned CCR CCR Drop DISA Tone Digits Flex3 - Feature Delay Flex4 - Member Display Flex5 - Member Assign	 Ring Assign Not Assigned Delay 0 Member 100
Timed	A-54	167	3	Flex1 - Service Type 0: Ring Assign 1: Feature Code Flex2 - Feature Not Assigned CCR CCR Drop DISA Tone Digits Flex3 - Feature Delay Flex4 - Member Display Flex5 - Member Assign	 Ring Assign Not Assigned Delay 0 Member 100
NORMAL/DISA CO ATTRIBUTES	A-55	168			
Day			1	Flex1 - CO Access From DISA 1: On, 0: Off Flex2 - DISA Acct Code 1: On, 0: Off Flex3 - DISA Retry Count 1 - 9 Flex4 - Preset Fwd Time 0 - 20 (1sec) Flex5 - Preset Fwd Ring Table Index 1 - 80	 OFF OFF 3 0

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
Night			2	Flex1 - CO Access From DISA 1: On, 0: Off Flex2 - DISA Acct Code 1: On, 0: Off Flex3 - DISA Retry Count 1 - 9 Flex4 - Preset Fwd Time 0 - 20 (1sec) Flex5 - Preset Fwd Ring Table Index 1 - 80	 OFF OFF 3 0
Timed	A-55	168	3	Flex1 - CO Access From DISA 1: On, 0: Off Flex2 - DISA Acct Code 1: On, 0: Off Flex3 - DISA Retry Count 1 - 9 Flex4 - Preset Fwd Time 0 - 20 (1sec) Flex5 - Preset Fwd Ring Table Index 1 - 80	 OFF OFF 3 0

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
INCOMING CO ALTERNATIVE	A-55	169			
Day			1	Flex1 - Busy Flex2 - No-Answer Flex3 - Vacant Number Flex4 - Trans No-Answer Flex5 - Recall No-Answer Flex6 - DND Flex7 - Handset Lifted Flex8 - Error 1: Disconnect 2: Attendant 3: CO Ring Assign 4: ALT Ring Table 5: Tone 6: Pilot Hunt Group	Disconnect
Night	A-55	169	2	Flex1 - Busy Flex2 - No-Answer Flex3 - Vacant Number Flex4 - Trans No-Answer Flex5 - Recall No-Answer Flex6 - DND Flex7 - Handset Lifted Flex8 - Error 1: Disconnect 2: Attendant 3: CO Ring Assign 4: ALT Ring Table 5: Tone 6: Pilot Hunt Group	Disconnect

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
Timed			3	Flex1 - Busy Flex2 - No-Answer Flex3 - Vacant Number Flex4 - Trans No-Answer Flex5 - Recall No-Answer Flex6 - DND Flex7 - Handset Lifted Flex8 - Error 1: Disconnect 2: Attendant 3: CO Ring Assign 4: ALT Ring Table 5: Tone 6: Pilot Hunt Group	Disconnect
OUTGOING CO ATTRIBUTES I	A-56	170			
ISDN Screen Indicator			1	User Provided, Not Screened User Provided, Verified and Passed	User Provided, Not Screened
Sending Caller Number			2	1: On, 0: Off	On
Calling Type	A-56	170	3	0: Unknown 1: International 2: National 3: Subscriber 4: Not Used	National
Calling No. Plan Identification			4	0: Unknown 1: ISDN Telephy No. Plan 2: Data 3: Telex 4: National Standard 5: Private	Unknown

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
Called No. Plan Identification			5	0: Unknown 1: ISDN Telephy No. Plan 2: Data 3: Telex 4: National Standard 5: Private	Unknown
Bearer Capability			6	0: Speedch 1: Unrestricted 2: Restricted 3: 3.1KHz Audio 4: 7KHz 5: Video	Speedch
ISDN Line Type			7	0: A-Law 1: U-Law	A-Law
Sending Complete IE for Information Message			8	1: On, 0: Off	OFF
Make Transit CLI			9	1: On, 0: Off	OFF
Own Code Add to Transit CLI			10	1: On, 0: Off	OFF
Representative CLI Usage			11	1: On, 0: Off	OFF
Representative CLI			12		
Own Code			13		
CLI Type			14	0: Normal 1: Long CLI 1 2: Long CLI 2 3: Long CLI 3	Normal
Transit CLI Type	A-56	170	15	0: Normal 1: Long CLI 1 2: Long CLI 2 3: Long CLI 3	Normal
CLI Conversion Table Index			16		
Send Redirection Number			17	1: On, 0: Off	OFF

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
OUTGOING CO ATTRIBUTES II	A-59	171			
CPT Detect			1	1: On, 0: Off	On
Unsupervised Conference Extend			2	1: On, 0: Off	Off
Provide Ring-Back Tone			3	1: On, 0: Off	Off
BLF Usage			4	1: On, 0: Off	On
Release Guard Timer			5	00-15 (1sec)	2
Unsupervised Conference Timer			6	000-255 (1min)	0
Max Transfer Ring Timer			7	001-300 (sec)	120
Outgoing Time Table Index			8	None, 1-9	None
OUTGOING CO ALTERNATIVE	A-60	173			
Day			1	Flex1 - Recall No-Answer Flex2 - Transfer No-Ans Flex3 - No-Answer 1: Disconnect 2: Attendant 3: CO Ring Assign 4: ALT Ring Table 5: Tone 6: Pilot Hunt Group	Disconnect
Night			2	Flex1 - Recall No-Answer Flex2 - Transfer No-Ans Flex3 - No-Answer 1: Disconnect 2: Attendant 3: CO Ring Assign 4: ALT Ring Table 5: Tone 6: Pilot Hunt Group	Disconnect

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
Timed	A-60	173	3	Flex1 - Recall No-Answer Flex2 - Transfer No-Ans Flex3 - No-Answer 1: Disconnect 2: Attendant 3: CO Ring Assign 4: ALT Ring Table 5: Tone 6: Pilot Hunt Group	Disconnect
CO INTER-DIGIT TIMER	A-61	174			
Seize Wait Time			1	005-200 (100msec)	50
First Digit			2	010-200 (100msec)	100
Second Digit			3	010-200 (100msec)	80
Third Digit			4	010-200 (100msec)	70
Fourth Digit			5	010-200 (100msec)	60
Fifth Digit			6	010-200 (100msec)	50
More than 6th Digit			7	010-200 (100msec)	40
DTMF SEND INTERVAL	A-62	175			
First DTMF Delay			1	00-90 (100msec)	5
Second DTMF Delay			2	00-90 (100msec)	2
Third DTMF Delay			3	00-90 (100msec)	2
Fourth DTMF Delay			4	00-90 (100msec)	2
Fifth DTMF Delay			5	00-90 (100msec)	2
Sixth DTMF Delay			6	00-90 (100msec)	2
More than 7			7	00-90 (100msec)	2
CO COS ASSIGNMENT	A-63	177			
Day COS			1	00-15	00
Night COS			2	00-15	00
Timed COS			3	00-15	00

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
CO–TO–CO ATTRIBUTES	A-63	179			
Station Outgoing Call Transfer			1	EN/DIS	Enable
Attendant Outgoing Call Transfer	A-63	179	2	EN/DIS	Enable
Outgoing Transfer Release Type			3	0: None 1: Release After Time	None
Outgoing Transfer Release Time			4	000-300	60
Incoming Call Transfer Directly			5	EN/DIS	Disable
Station Incoming Call Transfer			6	EN/DIS	Enable
Attendant Incoming Call Transfer			7	EN/DIS	Enable
Incoming Transfer Release Type			8	0: None 1: Release After Time	None
Incoming Transfer Release Time			9	000-300 (1sec)	60
CO GROUP ACCESS CODE	A-64	180			
Access Code Name			1		
CO Line choice			2	0: Round Robin 1: Last Line 2: First Line	Round Robin
Outgoing Group Number			3	01-72	
AND Digit			4		
ARS Service			5	1: On, 0: Off	Off
ARS Digit 1			6		
ARS Digit 2			7		
ALTERNATIVE RING TABLE	A-66	181			
Service Type			1	0: Ring Assign 1: Feature	Ring Assign
CO Ring Assign			2		

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
CO LINE DATA					
Feature Code			3	Not Assigned Station Group CCR CCR Drop DISA Tone Digits	Not Assigned
Feature Delay			4	0	
STATION GROUP DATA					
STATION GROUP ASSIGNMENT	A-67	200			
Group Type			1	Not Assign Terminal Circular Ring Longest Idle Voice Mail	Not Assign
Group Name			2		
Tenant Number			3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
Time Table Index			4	1-9	1
Pick-Up Option			5	0: Disable 1: All Call 2: Intercom Call 3: External Call	Disable
Member Assignment			6	Station	
STATION GROUP ATTRIBUTES I	A-68	201			
Greeting Tone Type			1	0: Normal 1: Prompt 2: Announcement 3: Internal MOH 4: External MOH	Normal
Greeting Play Timer			2	000-180 (1sec)	0
Greeting Tone Number			3	01-19	
Greeting Prompt/Announcement Table No.			4		

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
Greeting Repeat Count			5	000-100	3
STATION GROUP DATA					
Greeting Repeat Delay Timer			6	000-100 (1sec)	0
Queuing Tone Type			7	0: Normal 1: Prompt 2: Announcement 3: Internal MOH 4: External MOH	Internal MOH
Greeting/Queuing Timeout Timer			8	000-300 (1sec)	30
Queuing Tone Number			9	01-19	
Queuing Prompt/Announcement Table No.	A-68	201	10		
Queuing Repeat Count			11	000-100	3
Queuing Repeat Delay Timer			12	000-100 (1sec)	0
STATION GROUP ATTRIBUTES II	A-71	202			
Call-In Greeting			1	0: After Greeting 1: In Greeting	
Max Queue Count			2	00-99	
Forward Type			3	0: Not Used 1: Unconditional 2: Queuing Overflow 3: Time Out 4: Queuing Overflow / Time Out	Not Used
Apply Time Type			4	0: All 1: Day 2: Night 3: Timed	All
Forward Destination			5		
Wrap-Up Timer			6	000-600 (100msec)	10
Member No-Answer Timer			7	50-600 (100msec)	150
VOICE MAIL GROUP	A-72	203			
Put Mail Index			1	1-9	1
Get Mail Index			2	1-9	2

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
Busy Index			3	1-9	3
STATION GROUP DATA					
No-Answer Index			4	1-9	4
Disconnect Index			5	1-9	9
SMDI Type			6	0: Type 1 1: Type 2	Type 1
SMDI CLI Information			7	1: On, 0: Off	Off
CALL PICK-UP GROUP	A-73	204			
Pick-Up Condition			1	0: All Call 1: Intercom Call 2: External Call	All Call
Pick-Up Member Assignment			2	Station	
PAGE GROUP	A-73	205			
Page Member Assignment			1	Station	
COMMAND CONFERENCE GROUP	A-74	206			
On Hook Service			1	0: On-Hook 1: Recall	On-Hook
One-Way Busy			2	0: Busy 1: Request Queuing 2: Recover Call	Busy
			3	0: Busy 1: Request Queuing 2: Recover Call	Busy
Command Group Member Assignment			4		
PTT GROUP	A-75	208			
PTT Member Assignment			1	Station	

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
INTERPHONE GROUP	A-76	209	-	-	-
Digit ‘1’ Service			1	Station	
Digit ‘2’ Service				Station	
Digit ‘3’ Service				Station	
Digit ‘4’ Service				Station	
Digit ‘5’ Service				Station	
Digit ‘6’ Service				Station	
Digit ‘7’ Service				Station	
Digit ‘8’ Service				Station	
Digit ‘9’ Service				Station	
PILOT HUNT GROUP I	A-76	210			
Pilot Hunt Call Service			1	0: All Call 1: Intercom Call 2: External Call	All Call
Service Type			2	0: Terminal 1: Circular	Circular
Time Table Index	A-76	210	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
Pilot Hunt Member Assignment			4		
PILOT HUNT GROUP II	A-77	211			
Day Forward Type			1	0: Not Used 1: Unconditional 2: Busy 3: No-Answer 4: Busy/No-Answer	Not Used
Day Forward Destination			2		
Night Forward Type			3	0: Not Used 1: Unconditional 2: Busy 3: No-Answer 4: Busy/No-Answer	Not Used
Night Forward Destination			4		

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
Timed Forward Type			5	0: Not Used 1: Unconditional 2: Busy 3: No-Answer 4: Busy/No-Answer	Not Used
Timed Forward Destination			6		
STATION DATA					
SYSTEM TIMER I	A-85	220			
CO-to-CO Transfer Timer			1	000-300 (1sec)	30
Hot-Desk Logout Timer			2	00-24 (1hour)	0
ACNR Pause Timer			3	5-300 (1sec)	30
Paging Timeout Timer			4	0-300 (1sec)	15
Pause Timer			5	1-9 (1sec)	3
Voice Mail Pause Timer			6	1-9 (1sec)	3
VMIB Message Minimum Record Timer			7	1-9 (1sec)	4
VMIB Message Maximum Record Timer			8	1-999 (1sec)	60
Call Wait Warning Timer			9	10-180 (1sec)	30
Camp-On Warning Timer			10	10-180 (1sec)	30
CCR Inter-Digit Timer	A-85	220	11	1-30 (1sec)	3
Web Password Guard Timer			12	1-999 (1min)	5
SYSTEM TIMER II	A-86	221			
SLT Hook Switch Bounce Timer			1	1-25 (100msec)	1
SLT Maximum Hook Flash Timer			2	1-25 (100msec)	5
SLT Minimun Hook Flash Timer			3	0-250 (100msec)	20
LCO Ring ON Timer			4	1-9 (100msec)	2
LCO Ring OFF Timer			5	10-150 (100msec)	60
LCO Release Guard Timer			6	1-150 (100msec)	10
SYSTEM TIMER III	A-87	222			
Door Open Timer			1	5-99 (100msec)	20
Message Wait Alert Tone Timer			2	0-60 (1min)	0

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
Inter-Digit Timer			3	0-300 (1sec)	15
Incoming CO Inter-Digit Timer			4	1-60 (1sec)	15
SYSTEM ATTRIBUTES	A-88	223			
Web Admin Password Encryption			1	1: On, 0: Off	Off
Pulse Dial Break/Make Ratio			2	0: 60/40 1: 66/33 2: 50/50	60/40
Voice Mail SMDI Interface			3	1: On, 0: Off	Off
VMIB SMTP Port			4	0000-9999	25
Network Time/Date			5	0: Disable 1: ISND Clock 2: NTP	Disable
CLI Print			6	1: On, 0: Off	Off
TLS for Web			7	1: On, 0: Off	Off
Web Server Port			8	00001-65535	80
Database Auto USB Download			9	1: On, 0: Off	Off
Database Auto USB Download Hour			10	00-23	0
UC Server IP Address			11	IP Addr	0.0.0.0
CTI Server IP Address	A-88	223	12	IP Addr	0.0.0.0
Modem Associated CO Line			13	CO Number	0
SYSTEM PASSWORD	A-89	226			
User ID & Password			1		
Admin ID & Password			2		
Maint ID & Password			3		
ALARM ATTRIBUTES	A-90	227			
Alarm Enable			1	1: On, 0: Off	Off
Alarm Contact Type			2	0: Open 1: Close	Open
Alarm Mode			3	0: Bell 1: Alarm	Alarm

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
Alarm Signal Mode			4	0: Once 1: Repeat	Repeat
EXTERNAL CONTROL CONTACT	A-90	228			
External Contact Type				Not Used LBC Door Open External Paging	Not Used
MUSIC SOURCE	A-91	229			
ICM Box Music Type			1	NO BGM Internal Music External Music VMIB BGM 1 VMIB BGM 2 VMIB BGM 3 VMIB BGM 4 SLT MOH 1 SLT MOH 2 SLT MOH 3 SLT MOH 4 SLT MOH 5	NO BGM
Internal Music Type	A-91	229	2	Romance Turkish March Green Sleeves Fur Elise Carmen Waltz Pavane Sichiliano Sonata Spring Campanella Badinerie Blue Danube	Romance
VMIB MOH 1 Assignment			3	Announcement	
VMIB MOH 2 Assignment			4	Announcement	

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
VMIB MOH 3 Assignment			5	Announcement	
VMIB MOH 4 Assignment			6	Announcement	
SLT MOH 1 Assignment			7	Station	
SLT MOH 2 Assignment			8	Station	
SLT MOH 3 Assignment			9	Station	
SLT MOH 4 Assignment			10	Station	
SLT MOH 5 Assignment			11	Station	
RS-232 SETTING	A-92	230			
Baud Rate			1	1: 9600 Baud 2: 19200 Baud 3: 38400 Baud 4: 57600 Baud 5:115200 Baud	115200 Baud
Page Break			2	1: On, 0: Off	Off
Line Per Page			3	001-199	66
XON / XOFF			4	0: XOFF 1: XON	XOFF
SERIAL PORT SELECTION	A-93	231			
On-Line SMDR Print			1	0: Serial Port 1: Modu Port 2: TCP 1 3: TCP 2 4: TCP 3 5: TCP 4 6: TCP 5	Serial Port
Off-Line SMDR/Statistics Print			2	0: Serial Port 1: Modu Port 2: TCP 1 3: TCP 2 4: TCP 3 5: TCP 4 6: TCP 5	Serial Port

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
SMDI Print			3	0: Serial Port 1: Modu Port 2: TCP 1 3: TCP 2 4: TCP 3 5: TCP 4 6: TCP 5	Serial Port
Call Information Print			4	0: Serial Port 1: Modu Port 2: TCP 1 3: TCP 2 4: TCP 3 5: TCP 4 6: TCP 5	Serial Port
Traffic Print			5	0: Serial Port 1: Modu Port 2: TCP 1 3: TCP 2 4: TCP 3 5: TCP 4 6: TCP 5	Serial Port
Trace Print	A-93	231	6	0: Serial Port 1: Modu Port 2: TCP 1 3: TCP 2 4: TCP 3 5: TCP 4 6: TCP 5	Serial Port
ADMIN Data Print			7	0: Serial Port 1: Modu Port 2: TCP 1 3: TCP 2 4: TCP 3 5: TCP 4 6: TCP 5	Serial Port

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
SMDR ATTRIBUTES	A-94	232			
SMDR Save Enable			1	1: On, 0: Off	Off
SMDR Print Enable			2	1: On, 0: Off	Off
Record Type			3	0: All Call 1: Long Distance	All Call
Long Distance Call Digit Counter			4	07-15	07
Print Incoming Call			5	1: On, 0: Off	Off
Print Lost Call			6	1: On, 0: Off	Off
SMDR Currency Unit			7		
SMDR Cost per Metering Pulse			8		
SMDR Fraction			9	0-5	0
SMDR Transfer Charge Mode			10	0: Individual 1: Integrate Transferring 2: Integrate Transferred	Individual
SMDR Attendant Charge Mode			11	0: Normal Charging 1: Attendant Charging 2: Transferred Charging	Normal Charging
SMDR Dialed Digit Hidden Number			12	0-9	0
SMDR Hidden Position			13	0: Left 1: Right	Right
SMDR ICM Save	A-94	232	14	1: On, 0: Off	Off
SMDR ICM Print			15	1: On, 0: Off	Off
SMDR Interface Service			16	1: On, 0: Off	Off
SMDR Interface Connection Type			17	0: SIO 1: LAN	SIO
SMDR Interface AUTH Index			18	1: On, 0: Off	Off
SMTP Mail Server IP Address				IP Addr	0.0.0.0
SMDR User Mail Address					
SMDR System Domain Name					

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
SMDR Mail Send Weekly Set				Not Assign Mon Tue Wed Thu Fri Sat Sun	Not Assign
SMDR Mail Send Daily Set				00-23	00
SMDR Mail Auto Send Set				1: On, 0: Off	Off
SMDR Mail Auto Delete Set				1: On, 0: Off	Off
SYSTEM DATE & TIME	A-97	233			
System Time			1	(HH:MM)	
System Date			2	(MMDDYY)	
DST Enable Mode			3	1: On, 0: Off	Off
DST Start Time			4		
DST End Timer			5		
Network Time / Date				Disable ISDN Clock NTP	
NTP Primary Server Address					
NTP Secondary Server Address					
Standard Time Zone	A-97	233			
LED FLASHING RATE	A-98	234			
[CALLBK] Intercom			1	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 30 IPM
[CALL BK] CO Line			2	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 120 IPM

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
[CALL BK] MSG Wait			3	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 120 IPM
[MUTE] Transmission			4	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[MUTE] COS Change			5	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 120 IPM
[DND] DND			6	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[DND] One-Time			7	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[DND] Preselect MSG			8	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 15 IPM
[CALL BK] ACNR	A-98	234	9	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 480 IPM
[SPK] Speaker			10	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
[SPK] Headset			11	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[SPK] Incoming Call			12	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[HOLD] Paging			13	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[HOLD] Voice Over			14	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[HOLD] Reserved			15	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[RING] ICM Ring			16	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[RING] CO Ring			17	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[RING] MSG Wait	A-98	234	18	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
[HEADSET] Headset			19	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[HEADSET] Bluetooth			20	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[DN] I Use			21	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[DN] Other Use			22	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[DN] DND			23	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash off
[DN] Incoming Call			24	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[DN] Hold			25	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[DN] Call Forward			26	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash off

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
[DN] I Conference	A-98	234	27	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[DN] Other Conference			28	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[DN] Conf Supervisor			29	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[DSS] Incoming Call			30	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[DSS] ICM Talk			31	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
DSS] DND			32	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash off
[DSS] Call Forward			33	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash off
[DSS] Handset-Lift			34	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash off

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
[DSS] Preselected MSG			35	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash off
[DSS] Hold	A-98	234	36	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[CO] Call Setup			37	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[CO] Co Talk			38	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[DN] VM Message Wait			39	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 120 IPM
[DSS] VM Message Wait			40	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 120 IPM
[CO] Command Group Ring			41	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM
[CO] Command Group Talk			42	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
[CO] I Talk			43	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED Flash Steady
[CO] Hold			44	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 60 IPM Wink
[CO] Transfer	A-98	234	45	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 120 IPM
[CO] Recall			46	Flex1: Color Red / Green / Amber Flex2: Flash Flash Off / On / IPM	RED 480 IPM Flutter
Reserved 1			47		
Reserved 2			48		
PPP ATTRIBUTES	A-102	235			
PPP Usage			1	1: On, 0: Off	Off
PPP Destination			2	Station	
User ID 1			3		
User Password 1			4		
User ID 2			5		
User Password 2			6		
MOBILE ATTRIBUTES	A-102	236			
Mobile Flash Digit			1	Max 2 Digit	*
Mobile Input Time			2	01-20	5
INTERCOM BUSY DIGIT	A-103	237			
Step Call			1	EN/DIS	Disable

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
Digit ‘1’ Service			2	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit ‘2’ Service	A-103	237	3	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit ‘3’ Service			4	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit ‘4’ Service			5	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit ‘5’ Service			6	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
Digit ‘6’ Service			7	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit ‘7’ Service	A-103	237	8	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit ‘8’ Service			9	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit ‘9’ Service			10	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit ‘0’ Service			11	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
Digit '*' Service			12	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
Digit '#' Service	A-103	237	13	0: Not Assign 1: Call-Back 2: Camp-On 3: Call Wait 4: Voice Over 5: Intrusion 6: Hunt	Not Assign
DIAL-TONE DIGIT TABLE	A-104	240	-	-	-
Dummy Dial-Tone Digit				Max 6 Digits	-
EXECUTIVE / SECRETARY ASSIGN	A-104	241	-	-	-
Executive Number			1	Station	-
Secretary 1-3			2	1-3 Station	-
ICM Call to Exec.			3	0: Secretary 1: Sec if Exec DND	Secretary
CO Call To Exec.			4	0: Secretary 1: Sec if Exec DND	Secretary
Call Executive			5	0: Off 1: First Sec DND 2: All Sec DND	Off
Sec. Choice			6	0: First Idle 1: Longest Idle	First Idle
Message Wait Station			7	0: Executive 1: First Secretary	Executive
EXECUTIVE ACCESS	A-105	242	-	-	-
Executive / Executive Access				Each Exec EN/DIS	All Disable
PPTP ATTRIBUTES	-	-	-	-	-

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
STATION DATA					
PPTP Server Address				Max 32 Ch	
PPTP ID				Max 24 Ch	
PPTP Password				Max 24 Ch	
PPTP Service CLI				Max 23 Ch	
TABLE DATA					
TOLL EXCEPTION TABLE	A-106	250			
Allow Table (Index 001-100)			1	Max 16 Digits	
Deny Table (Index 001-100)	A-106	250	2	Max 16 Digits	-
DIGIT CONVERSION TABLE	A-107	251	-	Digit Conversion Table 1-9 Each Table Index 001-300	-
Apply Time Type			1	0: Unconditional 1: FollowDay/Night/Timed 2: Follow LCR	Unconditional
Dialed Digit			2	Max 16 Digits	-
Unconditional Changed Digit			3	Max 16 Digits	-
Day Changed Digit			4	Max 16 Digits	-
Night Changed Digit			5	Max 16 Digits	-
Timed Changed Digit			6	Max 16 Digits	-
Day1-Time1 Changed Digit			7	Max 16 Digits	-
Day1-Time2 Changed Digit			8	Max 16 Digits	-
Day1-Time3 Changed Digit			9	Max 16 Digits	-
Day2-Time1 Changed Digit			10	Max 16 Digits	-
Day2-Time2 Changed Digit			11	Max 16 Digits	-
Day2-Time3 Changed Digit			12	Max 16 Digits	-
Day3-Time1 Changed Digit			13	Max 16 Digits	-
Day3-Time2 Changed Digit			14	Max 16 Digits	-
Day3-Time3 Changed Digit			15	Max 16 Digits	-

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
DIGIT CONVERSION OPTION	A-109	252	-	Digit Conversion Table 1-9	-
Display Conversion Digit			1	1: On, 0: Off	Off
Print Conversion Digit			2	1: On, 0: Off	Off
SYSTEM TIME TABLE	A-110	253		System Time Table 1-9	
Time Zone Comment			1	Max 32 Chars	
Time Zone			2	System Time / GNT Time	
Daylight Saving Time			3	1: On, 0: Off	Off
Ring Mode			4	0: Day 1: Night 2: Timed	Day
Auto Ring Mode			5	1: On, 0: Off	Off
WEEKLY TIME TABLE	A-111	254			
Monday			1	Flex1: Day Start Time Flex2: Night Start Time Flex3: Timed Start Time Flex4: Timed End Time Flex5: Work / Holiday	09:00 18:00 Workday
Tuesday			2	Flex1: Day Start Time Flex2: Night Start Time Flex3: Timed Start Time Flex4: Timed End Time Flex5: Work / Holiday	09:00 18:00 Workday
Wednesday			3	Flex1: Day Start Time Flex2: Night Start Time Flex3: Timed Start Time Flex4: Timed End Time Flex5: Work / Holiday	09:00 18:00 Workday
Thursday			4	Flex1: Day Start Time Flex2: Night Start Time Flex3: Timed Start Time Flex4: Timed End Time Flex5: Work / Holiday	09:00 18:00 Workday

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
Friday			5	Flex1: Day Start Time Flex2: Night Start Time Flex3: Timed Start Time Flex4: Timed End Time Flex5: Work / Holiday	09:00 18:00 Workday
Saturday			6	Flex1: Day Start Time Flex2: Night Start Time Flex3: Timed Start Time Flex4: Timed End Time Flex5: Work / Holiday	 00:00 Holiday
Sunday			7	Flex1: Day Start Time Flex2: Night Start Time Flex3: Timed Start Time Flex4: Timed End Time Flex5: Work / Holiday	 00:00 Holiday
LCR TIME TABLE	A-112	255		LCR Time Table 1-9	
Day Zone Definition Monday Tuesday Wednesday Thursday Friday Saturday Sunday			1	Zone1 / Zone2 / Zone3	 Zone 1 Zone 1 Zone 1 Zone 1 Zone 1 Zone 1 Zone 1
Day Zone 1			2	Flex1: Time Zone1 Flex1: Time Zone2 Flex1: Time Zone3	00:00
Day Zone 2			3	Flex1: Time Zone1 Flex1: Time Zone2 Flex1: Time Zone3	00:00
Day Zone 3			4	Flex1: Time Zone1 Flex1: Time Zone2 Flex1: Time Zone3	00:00

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
HOLIDAY TIME TABLE	A-113	256		Holiday Table 1-9 Each Table Index 01-50	
Lunar Calendar			1		
Holiday Date			2		
SYSTEM SPEED DIAL	A-113	257		Speed Dial Table Index 2000 – 3999	
System Speed Dial			1	Max 32 Digits	
System Speed Name			2	Max 16 Ch	
Toll Free			3	1: On, 0: Off	Off
Tenant Number			4	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
EMERGENCY CODE TABLE	A-114	258		Emergency Table Index 01-50	
Dialed Digit			1	Max 16 Digits	
Changed Digit			2	Max 16 Digits	
Tenant Number	A-114	258	3	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
ANNOUNCEMENT TABLE	A-114	259		Announcement Table Index 001-100	
First				1: VMIB Slot 2: Announce Num	
Second				1: VMIB Slot 2: Announce Num	
Third				1: VMIB Slot 2: Announce Num	
Fourth				1: VMIB Slot 2: Announce Num	
CCR				1-100	

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
CCR TABLE	A-115	260		CCR Table Index 001-100	
Digit ‘1’			1	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
Digit ‘2’			2	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
Digit ‘3’	A-115	260	3	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
Digit ‘4’			4	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
Digit ‘5’			5	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
Digit ‘6’	A-115	260	6	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
Digit ‘7’			7	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
Digit ‘8’			8	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
Digit ‘9’	A-115	260	9	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
Digit '0'			10	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
Digit '*'			11	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
Digit '#'	A-115	260	12	Not Assign Station Number Station Group CCR CCR Drop System Speed Conference Room Attendant Call VMIB Access Networking Num Digits	Not Assign
ICLID TABLE	A-115	262		ICLID Tble Index 001-250	
ICLID Number			1	Max 24 Digits	
ICLID Name			2	Max 16 Ch	

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
Incoming CO Group Number			3	1-72	
Day Index			4	1-80	
Night Index			5	1-80	
Timed Index			6	1- 80	
Tenant Number			7	1-9 (MBX IP-300) 1-5 (MBX IP-100)	1
CLI CONVERSION TABLE	A-116	263		CLI Table 1-9 Each Table Index 01-50	
Original CLI			1	Max 24 Digits	
Converted CLI			2	Max 24 Digits	
TONE FREQUENCY/CADENCE TABLE	A-117	264		Web Admin Only	
19 Tone Source is defined with Each Frequency & Cadence. See Tone Port Table.					
RING TABLE	A-118	265		Web Admin Only	
Normal Call Ring (Station)			1	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	5 6 7 8
Normal Call Ring (CO)	A-118	265	2	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	9 10 11 12
Recall Ring (Station)			3	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	5 6 7 8
Recall Ring (CO)			4	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	9 10 11 12

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
Forward Call Ring (Station)			5	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	5 6 7 8
Forward Call Ring (CO)			6	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	9 10 11 12
Transfer Call Ring (Station)			7	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	5 6 7 8
Transfer Call Ring (CO)			8	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	9 10 11 12
Call Back Indication Ring			9	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	1 1 1 1
Wakeup Indication Ring			10	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	1 1 1 1
Revertible Ring	A-118	265	11	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	1 1 1 1
Paging Call Ring			12	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	5 5 5 5

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
Handsfree Answer Ring			13	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	5 5 5 5
Command Call Ring			14	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	5 5 5 5
Alert Ring			15	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	1 1 1 1
Alarm Ring			16	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	13 13 13 13
Fault Ring			17	1st: Ring Port 1-15 2nd Ring Port 1-15 3rd Ring Port 1-15 4th Ring Port 1-15	14 14 14 14
RING FREQUENCY/CADENCE TABLE	A-119	266		15 Ring Source is defined with Ea. Freq & Cadence (see Ring Port Table)	Web Admin Only
VOICE MAIL DIAL TABLE	A-119	269		Max 12 Digits -- 0-9, *, #, P (Pause), F (Flash)	
Voice Mail 1 - Put			1	1:Prefix: 2:Suffix	P#
Voice Mail 2 - Get	A-119	269	2	1:Prefix: 2:Suffix	P##
Voice Mail 3 - Busy			3	1:Prefix: 2:Suffix	P#*3P
Voice Mail 4 - No Answer			4	1:Prefix: 2:Suffix	P#*4P

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TABLE DATA					
Voice Mail 5 – Error			5	1:Prefix: 2:Suffix	P#*5P
Voice Mail 6 – DND			6	1:Prefix: 2:Suffix	P#*6P
Voice Mail 7			7	1:Prefix: 2:Suffix	-
Voice Mail 8			8	1:Prefix: 2:Suffix	-
Voice Mail 9 - Disconnect			9		****
TENANT DATA					
ATD GROUP ASSIGNMENT	A-121	270			
Group Type			1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	Terminal
Group Name			2	Max 16 Ch	-
CO Attendant Number			3	Station	-
Member			4	Station	100
ATD GROUP ATTRIBUTES I	A-122	271			
Greeting Tone Type			1	0: Normal 1: Prompt 2: Annc 3: Int MOH 4: Ext MOH	Normal
Greeting Play Timer			2	000-180 (1sec)	0
Greeting Tone No			3	01-19	4
Greeting Prompt/Announcement Table No.			4	001-255	3
Greeting Repeat Count			5	000-100	0
Greeting Repeat Delay Timer	A-122	271	6	000-100 (1sec)	

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Queuing Tone Type			7	0: Normal 1: Prompt 2: Annc 3: Int MOH 4: Ext MOH	Int MOH
Greeting/Queuing Timeout Timer			8	010-300 (1sec)	30
Queuing Tone No.			9	01-19	
Queuing Prompt/Announcement Table No.			10	001-255	
Queuing Repeat Count			11	000-100	3
Queuing Repeat Delay Timer			12	000-100 (1sec)	0
ATD GROUP ATTRIBUTES II	A-124	272			
Call In Greeting			1	0: After Greeting 1: In Greeting	In Greeting
Max Queue Count			2	00-99	5
Forward Type			3	0: Not Used 1: Uncond 2: Q Overflow 3: Time Out 4: All	Not Used
Apply Time Type			4	0: All 1: Day 2: Night 3: Timed	All
Forward Destination			5		
Wrap-Up Timer			6	000-600 (100msec)	5
Member No-Answer Timer			7	50-600 (100msec)	150
Attendant Call by Station Number			8	1: On, 0: Off	Off
NIGHT ATD GROUP ASSIGNMENT	A-126	275			
Group Type			1	0: Terminal 1: Circular 2: Ring 3: Longest Idle	Terminal

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Group Name	A-126	275	2	Max 16 Ch	
Member			3	Station	
NIGHT ATD GROUP ATTRIBUTES I	A-127	276			
Greeting Tone Type			1	0: Normal 1: Prompt 2: Annc 3: Int MOH 4: Ext MOH	Normal
Greeting Play Timer			2	000-180 (1sec)	0
Greeting Tone No			3	01-19	4
Greeting Prompt/Announcement Table No.			4	001-255	
Greeting Repeat Count			5	000-100	3
Greeting Repeat Delay Timer			6	000-100 (1sec)	0
Queuing Tone Type			7	0: Normal 1: Prompt 2: Annc 3: Int MOH 4: Ext MOH	Int MOH
Greeting/Queuing Timeout Timer			8	010-300 (1sec)	30
Queuing Tone No			9	01-19	
Queuing Prompt/Announcement Table No			10	001-255	
Queuing Repeat Count			11	000-100	3
Queuing Repeat Delay Timer			12	000-100 (1sec)	0
Night ATD Group Attributes II	A-130	277			
Call In Greeting			1	0: After Greeting 1: In Greeting	In Greeting
Max Queue Count			2	00-99	5
Forward Type			3	0: Not Used 1: Uncond 2: Q Overflow 3: Time Out 4: All	Not Used

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Apply Time Type	A-130	277	4	0: All 1: Day 2: Night 3: Timed	All
Forward Destination			5		
Wrap-Up Timer			6	000-600 (100msec)	10
Member No-Answer Timer			7	50-600 (100msec)	150
TENANT ATTRIBUTES I	A-131	280			
Tenant Name			1	Max 16 Ch	
Tenant Name Display			2	1: On, 0: Off	Off
Tenant Time Table Index			3	1-9	1
ACNR Retry Count			4	0-5	3
Wake Up Retry Count			5	0-5	3
Wake Up Retry Time			6	00-20	1
Auth Retry Count			7	0-5	3
Multi-Call Forward Service Count			8	01-10	5
TENANT ATTRIBUTES II	A-132	281			
Conference Member Manual Add			1	1: On, 0: Off	On
Redial Method			2	0: One Touch All 1: One Touch Log Phone 2: List Dial	List Dial
Dial Digit Process			3	0: Type 1 1: Type 2 2: Type 3	Type 3
Transfer CO Call to COS 0 Station			4	1: On, 0: Off	On
Add CO Access Code to Incoming Call Log			5	1: On, 0: Off	On
Codec Type			6	1: G.711 2: G.723 3: G.729 4: G.722	G.711

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Backlight Option	A-132	281	7	0: All Off 1: Day On 2: Night On 3: Timed On 4: D/N On 5: D/T On 6: N/T On 7: All On	All Off
TENANT GROUP ACCESS	A-134	283			
Between Tenant Group Access				EN/DIS	All DISABLE
CO CALL RESTRICTION I	A-135	284			
Restriction (Normal CO Line)			1	0: No Restriction 1: All Call 2: Long / International Call	No Restriction
Restriction (Dedicated CO Line)			2	0: No Restriction 1: All Call 2: Long / International Call	No Restriction
Svc After Restriction Time (Local Call)			3	0: No Restriction 1: All Call 2: Long / International Call	No Restriction
Svc After Restriction Time (Long Dist Call)			4	0: No Restriction 1: All Call 2: Long / International Call	No Restriction
Svc After Restriction Time (Internatl Call)			5	0: No Restriction 1: All Call 2: Long / International Call	No Restriction
Svc After Restriction Time (Dedicated Call)			6	0: No Restriction 1: All Call 2: Long / International Call	No Restriction
CO CALL RESTRICTION II	A-136	285			
Tone Repeat Time (Local Call)			1	10-254 (1sec)	20
Tone Repeat Time (Long Call)			2	10-254 (1sec)	20
Tone Repeat Time (International Call)			3	10-254 (1sec)	20

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Tone Repeat Time (Dedicated Call)			4	10-254 (1sec)	20
Forced Disconnection Time (Local Call)	A-136	285	5	10-60 (1sec)	15
Forced Disconnection Time (Long Call)			6	10-60 (1sec)	15
Forced Disconnection Time (Intl Call)			7	10-60 (1sec)	15
Forced Disconnection Time (Dedicated Call)			8	10-60 (1sec)	15
Call Restriction Time (Local Call)			9	1-100 (1min)	3
Call Restriction Time (Long Call)			10	1-100 (1min)	3
Call Restriction Time (International Call)			11	1-100 (1min)	3
Call Restriction Time (Dedicated Call)			12	1-100 (1min)	3
LOCAL CALL PREFIX TABLE	A-137	286		Local Prefix Tbl Ind 01-50	
Local Call Prefix Value			1	Max 4 Digits	
LONG CALL PREFIX TABLE	A-137	287		Longl Prefix Tbl Ind 01-50	
Long Call Prefix Value			1	Max 4 Digits	
INTERNATIONAL CALL PREFIX	A-137	288		Intl Prefix Tbl Index 01-50	
International Call Prefix Value			1	Max 4 Digits	
TONE TABLE	A-138	290	-	Tone Type: 1: Normal 2: Prompt 3: Announcement 4: Internal MOH 5: External MOH 6-9: VMIB MOH 1-4 10-14: SLT MOH 1-5 Tone Number: Index of Tone Freq Table (PGM 264) or Prompt Anment No.	-
1st Dial Tone			1	Tone Type Time Tone Number	Normal 10 sec 10

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
2nd Dial Tone			2	Tone Type Time Tone Number	Normal 10 sec 11
CO Dial Tone	A-138	290	3	Tone Type Time Tone Number	Normal 10 sec 17
DISA Dial Tone			4	Tone Type Time Tone Number	Normal 10 sec 10
LCR Virtual Tone			5	Tone Type Time Tone Number	Normal 10 sec 17
Digit Conversion Virtual Tone			6	Tone Type Time Tone Number	Normal 10 sec 17
Password Dial Tone			7	Tone Type Time Tone Number	Prompt 10 sec 10
Internal Busy Tone			8	Tone Type Time Tone Number	Prompt 10 sec 11
External Busy Tone			9	Tone Type Time Tone Number	Normal 10 sec 16
CO Line Busy Tone			10	Tone Type Time Tone Number	Normal 10 sec 17
Uncompleted Dial Error Tone			11	Tone Type Time Tone Number	Normal 20 sec 1
DOD Restriction Tone			12	Tone Type Time Tone Number	Normal 20 sec 1

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Internal No-Answer Tone			13	Tone Type Time Tone Number	Prompt 20 sec 15
External No-Answer Tone	A-138	290	14	Tone Type Time Tone Number	Prompt 20 sec 15
Internal Vacant Error Tone			15	Tone Type Time Tone Number	Prompt 20 sec 54
External Vacant Error Tone			16	Tone Type Time Tone Number	Prompt 20 sec 54
Call Duration Restriction Tone			17	Tone Type Time Tone Number	Normal 20 sec 1
Anonymous Call Restriction Tone			18	Tone Type Time Tone Number	Normal 20 sec 1
Error Tone (All the other cases)			19	Tone Type Time Tone Number	Normal 20 sec 1
Relative Blocking			20	Tone Type Time Tone Number	Normal 20 sec 1
Relative Line Lock Out			21	Tone Type Time Tone Number	Normal 20 sec 1
Relative Do Not Disturb			22	Tone Type Time Tone Number	Prompt 5 sec 28
Relative Absence			23	Tone Type Time Tone Number	Normal 20 sec 1

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Relative Out of Order			24	Tone Type Time Tone Number	Normal 20 sec 1
External Relative Out of Order	A-138	290	25	Tone Type Time Tone Number	Normal 20 sec 1
External Relative Outgoing Restriction			26	Tone Type Time Tone Number	Normal 20 sec 1
Relative Hot Desk Logout			27	Tone Type Time Tone Number	Normal 20 sec 1
Howling Tone			28	Tone Type Time Tone Number	Normal 30 sec 19
1st Ring Back Tone			29	Tone Type Time Tone Number	Normal 10 sec 4
2nd Ring Back Tone			30	Tone Type Time Tone Number	Normal 10 sec 4
CO Ring Back Tone			31	Tone Type Time Tone Number	Normal 10 sec 4
Recall Ring Back Tone			32	Tone Type Time Tone Number	Normal 10 sec 4
Zone Paging Call Ring Back Tone			33	Tone Type Time Tone Number	Normal 10 sec 4
Command Call Ring Back Tone			34	Tone Type Time Tone Number	Normal 30 sec 4

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Alert Message Wait			35	Tone Type Time Tone Number	Normal 5 sec 11
Alert Do Not Disturb	A-138	290	36	Tone Type Time Tone Number	Normal 5 sec 11
Alert Call Forward			37	Tone Type Time Tone Number	Normal 5 sec 11
Alert Absence			38	Tone Type Time Tone Number	Normal 5 sec 11
Camp on Alarm			39	Tone Type Time Tone Number	Normal 1 sec 13
Conference Alarm			40	Tone Type Time Tone Number	Normal 1 sec 13
Conference Join			41	Tone Type Time Tone Number	Normal 1 sec 13
Call Wait Alarm			42	Tone Type Time Tone Number	Normal 1 sec 13
Break In Alarm			43	Tone Type Time Tone Number	Normal 1 sec 13
Conference Room In			44	Tone Type Time Tone Number	Normal 1 sec 13
Conference Room Out			45	Tone Type Time Tone Number	Normal 1 sec 13

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Call Duration Restriction Alarm			46	Tone Type Time Tone Number	Normal 1 sec 13
Confirm Tone	A-138	290	47	Tone Type Time Tone Number	Normal 1 sec 8
Single Error Tone			48	Tone Type Time Tone Number	Normal 3 sec 9
Transfer Hold Tone			49	Tone Type Time Tone Number	Internal MOH 30 sec
Transfer Hold Tone (Station)			50	Tone Type Time Tone Number	Internal MOH 30 sec
Camp On Hold Tone (CO)			51	Tone Type Time Tone Number	Normal 30 sec 14
Camp On Hold Tone (Station)			52	Tone Type Time Tone Number	Normal 30 sec 14
Call Wait Hold Tone (CO)			53	Tone Type Time Tone Number	Normal 30 sec 14
Call Wait Hold Tone (Station)			54	Tone Type Time Tone Number	Normal 30 sec 14
Normal Hold Tone (CO)			55	Tone Type Time Tone Number	Internal MOH 30 sec
Normal Hold Tone (Station)			56	Tone Type Time Tone Number	Internal MOH 30 sec

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
Normal Hold Tone (Attendant)			57	Tone Type Time Tone Number	Internal MOH 30 sec
Call Park Hold Tone	A-138	290	58	Tone Type Time Tone Number	Normal 120 sec 14
Call Park Hold Tone (Station)			59	Tone Type Time Tone Number	Normal 120 sec 14
IC Auto Hold Tone			60	Tone Type Time Tone Number	Normal 30 sec 14
IC Auto Hold Tone (Attendant)			61	Tone Type Time Tone Number	Normal 30 sec 14
Command Call Answer Tone			62	Tone Type Time Tone Number	Normal 10 sec 14
R2 Normal Outgoing Tone			63	Tone Type Time Tone Number	Normal 10 sec 4
R2 Off-Net Call Forward Tone			64	Tone Type Time Tone Number	Normal 10 sec 4
Wake-up Answer Tone			65	Tone Type Time Tone Number	Prompt 10 sec 12
Service Set Tone			66	Tone Type Time Tone Number	Normal 10 sec Tone Port 8
DISA Retry Tone			67	Tone Type Time Tone Number	Prompt 5 sec 5

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
TENANT DATA					
ICLID Restrict Tone			68	Tone Type Time Tone Number	Normal 10 sec 1
Auto Call Answer Alert Tone	A-138	290	69	Tone Type Time Tone Number	Normal 1 sec 13
VM Interaction Confirm Tone			70	Tone Type Time Tone Number	Normal 1 sec 8
Authorization Code Dial Tone			71	Tone Type Time Tone Number	Prompt 10 sec 10
Tenant Dial Tone			72	Tone Type Time Tone Number	Normal 10 sec 10
Two-way Record Warning Tone			73	Tone Type Time Tone Number	Normal 1 sec 13
BOARD DATA					
ISDN BOARD ATTRIBUTES	A-143	300			
PRIB CRC Check			1	0: Disable / 1: Enable	Enable
PRIB Line Mode			2	0: TE / 1: NT	TE
BRIB TEI Mode Port1 - n/a			3	0: Fixed / 1: Auto	Auto
BRIB TEI Mode Port2 - n/a			4	0: Fixed / 1: Auto	Auto
BRIB TEI Mode Port3 - n/a			5	0: Fixed / 1: Auto	Auto
BRIB TEI Mode Port4 - n/a			6	0: Fixed / 1: Auto	Auto
ISDN CLOCK PRIORITY	A-144	301			
ISDN BRD Clock Priority				Slot No.	Net
VOIB/VMIB BOARD ATTRIBUTES	A-144	305			
IP Address			1	IP Address	10. 10. 10. # (# : slot number)
Router IP Address			2	IP Address	0.0.0.0

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
BOARD DATA					
Subnet Mask			3	IP Address	255.255.255.0
DHCP Usage			4	0: OFF / 1: ON	OFF
T38 Usage			5	0: OFF / 1: ON	OFF
RTP Security			6	0: OFF / 1: ON	OFF
VLAN	A-144	305	7	0-4096, none	none
Priority			8	0-7	0
Diffserv			9	0-63	0
VOICE NETWORK					
NETWORKING ATTRIBUTES	A-145	320			
NET Enable			1	0: OFF / 1: ON	OFF
NET CNIP Enable			2	0: OFF / 1: ON	ON
NET CONP Enable			3	0: OFF / 1: ON	OFF
NET Signal Method			4	0: FACILITY / 1:UUS	FACILITY
NET CC Retain			5	0: OFF / 1: ON	OFF
NET BLF Usage			6	0: OFF / 1: ON	OFF
TCP Port for BLF			7	9000-9999	9000
UDP Port for BLF			8	9000-9999	9001
Duration of BLF STS			9	01-99	10
BLF Manager IP Address			10	-	0.0.0.0
NETWORKING NUMBERING	A-146	321			
Numbering Plan Type			1	NET / TRANSIT	NET
Numbering Plan Code			2	8 digits	-
Outgoing CO Group No.			3	01-72	-
AND Digit			4	10 digits	-
Digit Repeat			5	0: OFF / 1: ON	OFF
Digit Sending Mode			6	1:ENBLOCK/0:OVERLAP	OVERLAP
CPN Information			7	-	-
BLF Destination System IP Address			8	-	0.0.0.0

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
BOARD DATA					
BLF Destination System Port			9	0000-9999	9500
Firewall Routing			10	0: OFF / 1: ON	ON
T-NET DATA					
T-NET ATTRIBUTE	A-147	330	-	-	-
TNET Enable			1	0: OFF / 1: ON	OFF
CM ATTRIBUTE	A-148	331	-	-	-
Register Enable			1	0: OFF / 1: ON	ON
IP Address	A-148	331	2	IPv4 address	0.0.0.0
IPKTS Port Number			3	0001-9999	5588
Total No of Ports			4	000-999	000
Polling Count			5	00-99	05
Polling Interval			6	00-99	02
FOPSTN ATTRIBUTE	A-149	333			
Enable FoPSTN			1	0: OFF / 1: ON	OFF
Prefix Digit			2	-	-
Index			3	1-100 (MBX IP-100) 1-200 (MBX IP-300)	-
Numbering Plan			3-1	Max 16	-
CO Group			3-2	1-24 (MBX IP-100) 1-72 (MBX IP-300)	-
Tel Number			3-3	Max 10	
T-NET BOARD ATTRIBUTE	A-150	334	-	-	-
TNET Enable			1	0: OFF / 1: ON	OFF
IP-PHONE T-NET ENABLE	A-150	335			
TNET Enable			1	0: OFF / 1: ON	OFF
H.324 DATA					
H.323 ROUTING ATTRIBUTE	A-150	360	-	-	-
Digit			1	Max 8 digits	
Destination IP Address			2		0.0.0.0

This feature is not available at this time ...
This feature is not available at this time ...
This feature is not available at this time ...

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
H.324 DATA					
H.323 CALL ATTRIBUTE	A-151	361			
H.323 Setup Mode			1	0: Normal / 1: Fast	FAST
H.323 Tunneling Mode			2	0: OFF / 1: ON	ON
H.323 DTMF Path			3	0: Inband / 1: RFC2833 / 2:out	Inband
DiffServ			4	0-63	4
First Codec Type			5	Not Use / G.711U / G.711A / G.729 / G.723A	G.711A
Second Codec Type			6	Not Use / G.711U / G.711A / G.729 / G.723A	Not Use
Third Codec Type	A-151	361	7	Not Use / G.711U / G.711A / G.729 / G.723A	Not Use
Fourth Codec Type			8	Not Use / G.711U / G.711A / G.729 / G.723A	Not Use
GateKeeper USED			9	0: OFF / 1: ON	OFF
H.323 INCOMING ATTR	A-152	362		-	-
From IP Address			1	-	0.0.0.0
Incoming CO Group Number			2	01-72	-
GK ATTRIBUTE	A-153	363			
GateKeeper			1	0: OFF / 1: ON	OFF
RAS Light RRQ Usage			2	0: OFF / 1: ON	OFF
Multicast GateKeeper IP Address			3	IP Address	0.0.0.0
Multicase GateKeeper Port			4	IP Port # (0-9999)	0
Unicast GateKeeper IP Address			5	IP Address	0.0.0.0
Unicast GateKeeper Port			6	IP Port # (0-9999)	1719
Keep Alive Time			7	1-1000	120
Gateway Prefix			8	Max 25 Digits	-
H.323 Gateway ID			9	Max 129 Digits	-

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
SIP CO DATA					
SIP CO BASIC REGISTRATION	WEB	ONLY	-	-	-
Main Proxy Address			-	-	-
Main Proxy Port			-	1024-9999	5060
Main Domain Name			-	-	-
Proxy Type				Normal / Dacom / KT	Normal
SIP CO ADDITIONAL REGISTRATION	WEB	ONLY	-	-	-
User ID Start Index			-	-	-
User ID End Index			-	-	-
Main Outbound Proxy Address			-	-	-
Main Outbound Proxy Port			-	1024 – 9999	5060
Sub Proxy Address			-		
Sub Proxy Port	WEB	ONLY	-	1024 – 9999	5060
Sub Domain Name			-	-	-
Sub Outbound Proxy Address			-	-	-
Sub Outbound Proxy Port			-	1024 – 9999	5060
Connection Mode			-	UDP / TCP / TLS	UDP
Registration Timer			-	60-86400	3600
100rel Support			-	ON/OFF	OFF
Session Timer Support			-	ON/OFF	OFF
Max Session Timer			-	180-3600	1800
Use 181 Message			-	ON/OFF	OFF
Use RPORT			-	ON/OFF	OFF
P-Asserted-Identity			-	NOT USE / USE	NOT USE
DTMF Send Mode			-	IN / OUT / RFC2833	RFC2833
SIP CO CODEC	WEB	ONLY	-	-	-
First Codec Type				Not Use / 711U/A/729/723A	G.711A
Second Codec Type				Not Use / 711U/A/729/723A	Not Use

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
SIP CO DATA					
Third Codec Type				Not Use / 711U/A/729/723A	Not Use
Fourth Codec Type				Not Use / 711U/A/729/723A	Not Use
SIP CO USER ID TABLE	WEB	ONLY	-	-	-
Registration User ID					
Authentication User ID					
Authentication User Password					
Registration				YES / NO	NO
Usage				YES / NO	NO
SIP STATION DATA					
SIP STA BASIC REGISTRATION	WEB	ONLY	-	-	-
User ID					
Authentication ID					
Password					
SIP STA ADDITIONAL REGISTRATION	WEB	ONLY	-		
Station Number					
Registering Mode				Manual / User Register	Manual
Registration Status				Not Registered / Registered	Not Registered
IP Address					
IP Port					0
Device NAT Usage				NO NAT / NAT	No NAT
Transfer Mode				UDP / TCP / TLS	UDP
SIP Phone Type				Normal / MOIMSTONE / IP-1535	Normal
Registration Timer					3600
Keep Alive Usage				ON/OFF	OFF
SIP STATION SERVICE	WEB	ONLY	-	-	-
Check Message Send Timer				10-3600	30

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
SIP STATION DATA					
Retry Count				3-10	5
407 Authentication				ON/OFF	OFF
100rel Support				ON/OFF	OFF
Session Timer Support				ON/OFF	OFF
Max Session Timer				180-3600	1800
Min Session Timer				60-150	90
ZONE DATA					
ZONE ATTRIBUTE	WEB	ONLY	-	-	-
Nation Code				-	Same with system nation
Memo				-	
Codec Type				Tenant Codec / G.711 / G.723 / G.729 / G.722 / Not Assign	Tenant Codec
RTP Relay Rule				Automatic / Follow Relay Group	Automatic
VOIB Slot for RTP Relay				-	VOIB Slot
VMIB Slot				-	VMIB Slot
Peer To Peer				Disable/Enable	Enable
ZONE RTP RELAY GROUP	WEB	ONLY	-	-	-
Force To RTP Relay				00-63	32
INTER ZONE ATTRIBUTE	WEB	ONLY	-	-	-
Codec Type				Station Codec / G.711 / G.723 / G.729	Station Codec
RTP Rule				If Need / Always Not / Forced To Do	If Need
Src. RTP Relay VOIB Slot					
Dest. RTP Relay VOIB Slot					
STATION ZONE ATTRIBUTE	WEB	ONLY	-	-	-
Zone No				1-9	1

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
ZONE DATA					
RTP Relay Group				N/A, 01-15	N/A
Codec Type				Follow Zone / G.711 / G.723 / G.729 / G.722	Follow Zone
SNMP DATA					
SNMP DATA	WEB	ONLY	-	-	-
SNMP Service			1	ON/OFF	-
SNMP Port			2	-	-
Read Only Community			3	4-16 characters	-
Read Write Community			4	4-16 characters	-
Trap Community			5	4-16 characters	-
Trap Destination			6	IP address	-
Message Type			7	Notify/Inform/Trap	Notify
GAIN AND CADENCE CONTROL					
TDM GAIN (DKT/SLT/DECT/IP-PHONE/ACO/DCO/VMIB/ EXTERNAL PAGE RX GAIN)	A-154	400 - 407			
DKT			1	00-63	26/32/26/26/40/26/21/26
SLT			2	00-63	22/32/33/33/32/26/21/26
DECT			3	00-63	26/32/26/26/31/26/26/26
IP-Phone			4	00-63	26/33/26/26/33/33/29/32
ACO			5	00-63	26/32/38/33/32/15/23/28
DCO			6	00-63	33/44/33/33/38/32/32/37
VMIB			7	00-63	29/40/29/29/37/32/32/37
DTMF			8	00-63	8/28/8/8/37/32/32/32

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
GAIN AND CADENCE CONTROL					
TONE			9	00-63	32/38/37/32/37/32/32/32
MUSIC			10	00-63	29/40/29/29/37/32/32/32
DSP RX GAIN	A-159	415			
DTMF/A			1	00-63	32
DTMF/D			2	00-63	32
CPT			3	00-63	32
CID/FSK			4	00-63	32
CID/D			5	00-63	32
CID/RUS			6	00-63	32
SMS/TRK			7	00-63	32
SMS/SLT			8	00-63	32
DEVICE (SLTM/DTIM(HS)/DTIM(HF)/IP-PHONE(HS)/ IP-PHONE(HF)/WIT/VOIB) RX RTP GAIN	A-160	420-426			
SLTM			1	00-63	34/34/34/34/34/34/34
DTIM (HF)			2	00-63	34/34/34/34/34/34/34
DTIM (HS)			3	00-63	34/34/34/34/34/34/34
IP-Phone (HS)			4	00-63	34/34/34/34/34/34/34
IP-Phone (HF)			5	00-63	34/34/34/34/34/34/34
WIT			6	00-63	34/34/34/34/34/34/34
VOIB			7	00-63	34/34/34/34/34/34/34

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
GAIN AND CADENCE CONTROL					
DEVICE (SLTM/DTIM(HS)/DTIM(HF)/IP-PHONE(HS)/ IP-PHONE(HF)/WIT/VOIB) TX RTP GAIN	A-163	**430-** 436			
SLTM			1	00-63	34/34/34/34/34/34/34
DTIM (HF)			2	00-63	34/34/34/34/34/34/34
DTIM (HS)	A-163	**430-** 436	3	00-63	34/34/34/34/34/34/34
IP-Phone (HS)			4	00-63	34/34/34/34/34/34/34
IP-Phone (HF)			5	00-63	34/34/34/34/34/34/34
WIT			6	00-63	34/34/34/34/34/34/34
VOIB			7	00-63	34/34/34/34/34/34/34
SLT RING CADENCE	A-166	440			
CO Ring			1	Flex 1-10	
ICM Ring			2	Flex 1-10	
ACNR TONE CADENCE	A-168	441			
Dial Tone Cadence			1	Flex 1 (ON)/Flex 2 (OFF)	75/0
Ringback Tone Cadence			2	Flex 1 (ON)/Flex 2 (OFF)	50/200
Busy Tone Cadence			3	Flex 1 (ON)/Flex 2 (OFF)	25/25
Error Tone Cadence			4	Flex 1 (ON)/Flex 2 (OFF)	5/5
LCR Dial Tone Cadence			5	Flex 1 (ON)/Flex 2 (OFF)	70/0
DECT DATA					
DECT REGISTRATION	A-168	**0#**			
Wtu Subscribe Enable			1	Station Number	OFF
Wtu Unsubscribe			2		
AC Code			3		

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
DECT DATA					
PARK (view)			4		
Wtu User Authenticate			5	Station Number	
Park			6		
Wtu Subs All Data Erase			7		
Wtu Subscription Erase			8	Station Number	
Wtu (Un)Subscription Range (view)			9		
DECT Mobility			10	Station Number	
WTIM DECT ATTRIBUTE	A-168	492			
Auto Call Rls			1	ON/OFF	OFF
Base Fault Alarm			2	Enable/Disable	Disable
GREEN MODE					
GREEN MODE ACTIVATION	WEB	Only			
Power Save Mode				Enable/Disable	Disable
GREEN MODE TIME SETTING	WEB	Only			
Monday Power ON/OFF Time				0000-2359	
Tuesday Power ON/OFF Time				0000-2359	
Wednesday Power ON/OFF Time				0000-2359	
Thursday Power ON/OFF Time				0000-2359	
Friday Power ON/OFF Time				0000-2359	
Saturday Power ON/OFF Time				0000-2359	
Sunday Power ON/OFF Time				0000-2359	
INITIALIZATION					
INITIALIZATION		499			
All Database			1		
System Reset			2		
Station Data			3		
Station Button Data			4		
CO Line Data			5		

PROGRAM GROUP	PG #	PGM	BTN	RANGE	DEFAULT
INITIALIZATION					
Station Group Data			6		
System Data			7		
SMDR Data			8		
System Timer			9		
Table Data			10		
Tenant Data			11		
Networking Data			12		
SIP Data			13		
Hotdesk Logout			14		

USER ENTRY GUIDES

Alphanumeric Entry Chart

The following guide may be used to enter Customized Messages, Speed Dial Numbers, or User Names:

Q – 11 Z – 12 . – 13 1 – 10	A - 21 B - 22 C - 23 2 - 20	D - 31 E - 32 F - 33 3 - 30
G – 41 H - 42 I - 43 4 - 40	J - 51 K - 52 L - 53 5 - 50	M - 61 N - 62 O - 63 6 - 60
P - 71 R - 72 S - 73 Q - 7* 7 - 70	T - 81 U - 82 V - 83 8 - 80	W - 91 X - 92 Y - 93 Z - 9# 9 - 90
Blank - *1 : - *2 , - *3	0-00	#

Alternate Alphanumeric Entry Chart

Graphical LCD phones (ex., LKD-30DH) may use the following table for entering alphanumeric characters.

Dial Pad Button	Letter Type								
	Uppercase (ABC)				Lowercase (abc)				Num
	Button Depressions								
	1	2	3	4	1	2	3	4	1
1	@	:	/	<	@	:	/	<	1
2	A	B	C		a	b	c		2
3	D	E	F		d	e	f		3
4	G	H	I		g	h	i		4
5	J	K	L		j	k	l		5
6	M	N	O		m	n	o		6
7	P	Q	R		p	q	r	s	7
8	T	U	V		t	u	v		8
9	W	X	Y	Z	w	x	y	z	9
0	.	,	?	!	.	,	?	!	0
*	*				*				*
#	#				#				#

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